

# SUSTAINABILITY REPORT 2021







## **EXECUTIVE REPORT**

### **1. INTRODUCTION**

- 1.1 Year 1. Pandemic COVID 19**
- 1.2 Presentation of the report**
- 1.3 Letter from our CEO**
- 1.4 Highlights**
- 1.5 General Contents**
- 1.6 Our Commitment**
  - 1.6.1 Sustainability at Europamundo**
  - 1.6.2 Materiality Matrix**
  - 1.6.3 Contribution to the SDGs**
  - 1.6.4 Ethics and integrity in the company**
  - 1.6.5 "Q" for Tourism Quality**
  - 1.6.6 Tourism Museum**

### **2. OUR TEAM**

- 2.1 Diversity and equality**
- 2.2 Emotional salary**
- 2.3 Human capital development**
- 2.4 Institutional presence and the media**

### **3. SOCIETY AND HUMAN RIGHTS**

- 3.1 Health and safety**
- 3.2 Local communities and socio-economic impact**
- 3.3 Relationship with Stakeholders**

### **4. OUR ENVIRONMENTAL IMPACTS**

- 4.1 Emissions**
- 4.2 Energy consumption**
- 4.3 Waste management**

### **5. ANTI-CORRUPTION**

### **6. GRI INDICATOR INDEX**

# Europamund vacations

EUROPAMUND TOURS



European  
Tours



STB Europamund  
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## Executive Report

Although the origin of the new coronavirus that has been dominating our lives for the past two years remains unclear, the latest research suggests that a female market worker in Wuhan was the first known case of COVID-19. On December 11, 2019, she fell ill three months before the World Health Organization officially classified the [coronavirus](#) as a pandemic on March 11, 2020.

Nearly two years after the first outbreak in the Wuhan market, more than 267 million coronavirus cases have been reported worldwide, and more than 5.27 million people have died from the disease. While the rapid development and approval of [several vaccines](#) sparked optimism at the end of 2020, a year later, the world is battling another wave of infections, with Europe once again as the epicenter of the pandemic.

### **Tourism will grow by 4% in 2021 compared to 2020.**

- UNWTO reports a 4% growth in international tourist arrivals in 2021.
- However, 2021 was another difficult year, with arrivals remaining 72% below pre-pandemic levels.
- Recovery requires stronger coordination and a higher rate of vaccination.

Global tourism experienced a 4% increase in 2021 compared to 2020 (415 million versus 400 million). However, international tourist arrivals (overnight visitors) remained 72% below those of 2019, the year before the pandemic, according to UNWTO preliminary estimates. These figures follow those of 2020, the worst year in the annals of tourism when a 73% decline in international arrivals was recorded.

In 2019, Europamundo presented its best results since its birth in 1997 with sales of 163.48 MM € and EBITDA of 10.59 MM € and 142,776 passengers in the year from 83 countries. Its staff consisted of 412 people, including 195 office staff and 217 guides on our tours, with a percentage of permanent employment in the office of 82.8%.

Due to the COVID19 Pandemic, 2021 has been another very difficult year for Europamundo, with the following results compared to 2020 and 2019.

EVOLUTION 2019 - 2021	2019	2020		2021		
	(millions €)	(millions €)	% S/ 2019	(millions €)	% S/ 2019	% S/2020
SALES	163,48	10,16	-94%	7,65	-95%	-25%
EBITDA	10,59	9,09		-4,71		
STOCKHOLDERS' EQUITY	42,64	36,35	-15%	29,73	-30%	-18%
NUMBER OF PASSENGERS	(thousands)	(thousands)		(thousands)		
	142.776	11.217	-92%	8.971	-94%	-20%
PASSENGER COUNTRIES	83	46	-45%	37	-55%	-20%
STAFF	412	218	-47%	218	-47%	0%

In 2021, sales fell by -25% compared to 2020 and -95% compared to 2019, and passenger numbers have gone from 142,776 in 2019, to 11,217 in 2020 and to 8,971 in 2021 with a decrease of -20% compared to 2020 and a decrease of -94% compared to 2019.

In 2021, Europamundo's staff have been a total of 333 people, 190 office staff and 143 guides, although the annual average was 218.

The Sustainability Report has been carried out since 2015, and since 2018, it has been carried out following the recommendations of the GRI comprehensive option, and such report will be approved by its Board of Directors following the Non-Financial Reporting Act of 11/2018.

In 2020, 7 Working Groups were created to respond to the needs caused by the pandemic, although in 2021, their workloads were reduced.

Europamundo's governing body is its Board of Directors, which in 2021 has had 3 new directors, increasing to a total of 7.

Europamundo continues with its policy of sustainability and attention to the SDGs, and in 2021, its priority SDGs were SDG 5 Gender Equality, SDG 8 Decent Work and Economic Growth, SDG 10 Reducing Inequalities, SDG 13 Climate Action, SDG 16 Peace, Justice and Strong Institutions and SDG 17 Partnerships to Achieve the Goals.

In 2021, we renewed our "Q" Certification for Tourism Quality from the Spanish Institute for Tourism Quality (ICTE).

Our third Equality Plan has started to be revised in 2021 and will be completed by spring 2022 following Royal Decree 901 and 902 of October 13, 2020.

Through the Global Compact's WEP tool, we have re-measured our company's level of equality, and it is at 55%, an advanced level, slightly improved compared to 2020.

The emotional salary implemented since 2015 continues to operate with its more than 50 measures and 10 conciliations, although the Europamundo Contigo service was cancelled due to the economic situation caused by the COVID19 and the ERTE situation that Europamundo has had throughout the year 2021.

Our Foundation celebrated its tenth anniversary in 2021, and although the annual call for projects in 2020 and 2021 has been halted, it has turned to its own Solidarity Fund-Refuge Fund project to support guide staff, the group of Europamundo workers most affected by the pandemic. A total of 177 projects have been carried out over the last 10 years in 30 countries, collaborating with 60 NGOs and benefiting 260,000 people.

### **Climate change is pervasive, rapid and intensifying**

According to the latest report of the Intergovernmental Panel on Climate Change (IPCC), released on August 9, scientists are observing changes in the Earth's climate in all regions and in the climate system as a whole. Many of the observed changes in climate are unprecedented over thousands, if not hundreds of thousands of years, and some of the changes that are already occurring, such as continued sea-level rise, may not be reversed for centuries or millennia.

For this reason, EMV, although aware that its activity is not intensive in greenhouse gas emissions, has decided to request a study of the emissions generated by its activity in 2021 from its Corporate Social Responsibility department, which complements EMV's active policy on climate change through its adherence to the Business Ambition for 1.5° initiative of the Global Compact.

In 2020, CO2 emissions decreased by -85.60% compared to 2019, and in 2021, they have been 333.21 tons with a decrease of 38.59% compared to 2020 due to the continuation of the COVID 19 Pandemic and the paralysis of our sector.

There is a new item to be added, that of digital usage derived from Zoom, Team meetings and company e-mails.

One of the priorities of our company is sustainability, and sustainability in tourism and therefore, our CEO at the international conference in Riyadh organized by the Foundation of the Saudi Kingdom, Future Investment Initiative, said, "the world would not be sustainable without travel. It is what makes us coexist and enjoy our big and beautiful world.

Throughout the year 2021, we will continue with the priority of making our company known at national and international level among National and International Organizations, which is why we have adhered to:

- The UNWTO **Global Initiative on Plastics for Tourism** has been signed.
- We have joined a **Responsible Business Platform** in Spain.
- Also, in 2021, we have joined the Working Group organized by the Madrid City Council on Gender Equality and Co-responsibility "**Madrid Corresponsables**".
- The **Glasgow Declaration for Climate Action in Tourism** was endorsed by the UNWTO.

We encourage you to read our Sustainability Report 2021 to get to know Europamundo, our team, our stakeholders and everything we do and stand for.



TO TRAVEL IS TO LIVE







# 1. INTRODUCTION

## 1.1. COVID PANDEMIC 19. CONSEQUENCES AND CURRENT SITUATION IN THE TOURISM SECTOR.

Although the origin of the new coronavirus that has been dominating our lives for the past two years remains unclear, the latest research suggests that a female market worker in Wuhan was the first known case of COVID-19. She fell ill on **December 11, 2019**, three months before the World Health Organization officially classified the [coronavirus](#) as a pandemic on **March 11, 2020**. At the time, the WHO reported 118,000 cases in 114 countries and urged policymakers to take strong action to turn the tide of the pandemic.

Nearly two years after the first outbreak in the Wuhan market, more than 267 million cases of coronavirus have been reported worldwide, and more than 5.27 million people have died from the disease. While the rapid development and approval of [several vaccines](#) sparked optimism at the end of 2020, a year **later**, the world is battling another wave of infections, with Europe once again at the epicentre of the pandemic.

According to the World Health Organization, the seven-day moving average of new cases per day worldwide was 579,087 on **December 6**, which roughly coincides with some of the worst days of 2020. Despite the high [vaccination rate](#), the situation is particularly challenging [in Europe](#) at present, with the region accounting for approximately two-thirds of new global cases reported in the past week. The current trend in global infections shows that the pandemic is far from over, and the emergence of the Omicron variant has shown once again that a truly global effort is needed to control the virus.



More than 4.69 billion people worldwide have received at least one dose of the COVID-19 vaccine, or 61.1% of the world's population.

According to data from Our World in Data collected by [The New York Times](#), the most widely used inoculation is the Oxford-AstraZeneca vaccine, which as of January 13, 2022, is being administered in 182 countries. While this vaccine is attractive due to its low cost and ease of storage, it has proved controversial in some countries, which limit its use to patients of a certain age, as is the case in Spain.

**Two years later, the world faces another wave of COVID-19**

Seven-day moving average of new confirmed cases of COVID-19 by region



The first vaccine licensed for use in the US and Europe is the second most widely used injection on the planet. The [Pfizer/BioNTech](#) drug is currently used in 151 countries, including [Spain](#). The list also includes the rest of the EU and much of Latin America.

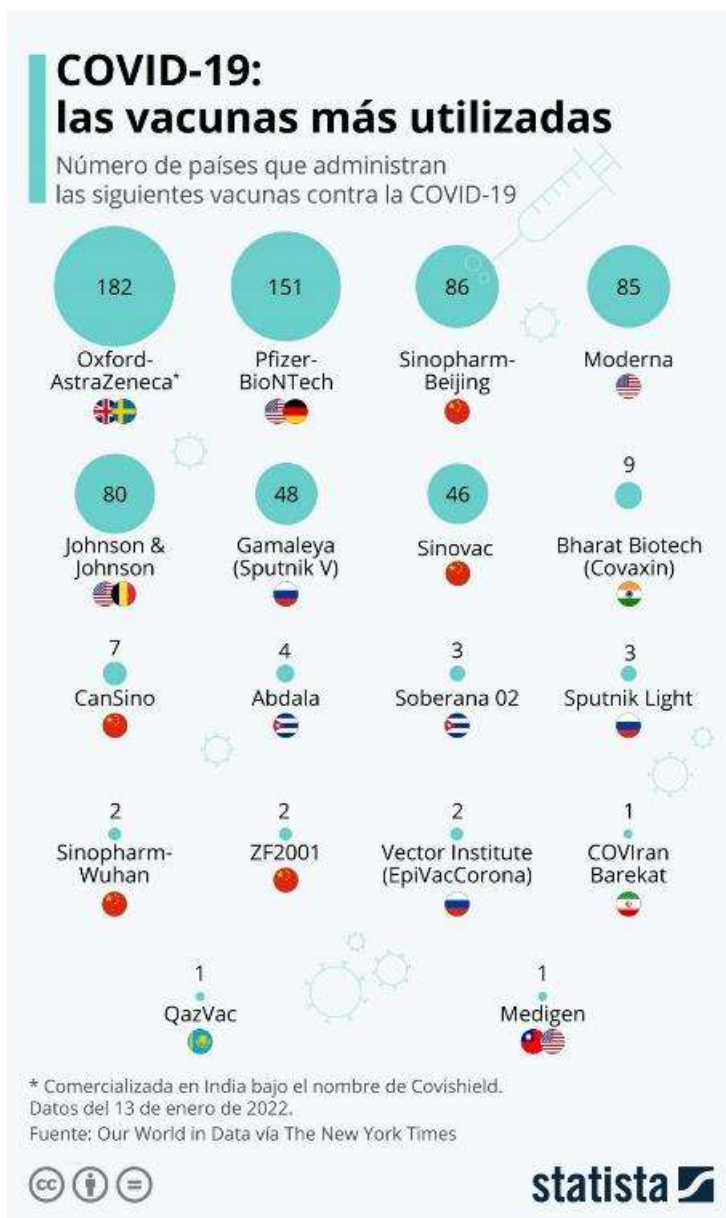
The Chinese Sinopharm-Beijing vaccine is the third most widely used vaccine in the world, with 86 countries currently administering it. It is closely followed by Moderna, used by 85 countries, including the EU Member States. As for Johnson & Johnson's single-dose Janssen antidote, 80 countries

worldwide are administering it. A study published in the scientific journal The Lancet last February showed that the Russian Sputnik V is highly effective, with 91.6% [effectiveness](#). In addition, the Gamaleya National Research Centre for Epidemiology and Microbiology claimed last November that its Sputnik V and Sputnik Light (the single-dose version) vaccines have the capacity to **neutralize** and combat the delta and omicron variants. This fact, together with its low cost, has made the former attractive to several governments, and 48 are already using it. The vaccine developed by the pharmaceutical company Sinovac Biotech Ltd of the People's Republic of China, on the other hand, is currently administered in 46 countries.<sup>1</sup>

### COVID-19:

#### Most commonly used vaccines

Number of countries administering the following COVID-19 vaccines



**Tourism will grow by 4% in 2021 compared to 2020.**

<sup>1</sup> Articles written by Monica Mena Roa. December 8, 2021. [monica.menaroea@statista.com](mailto:monica.menaroea@statista.com)

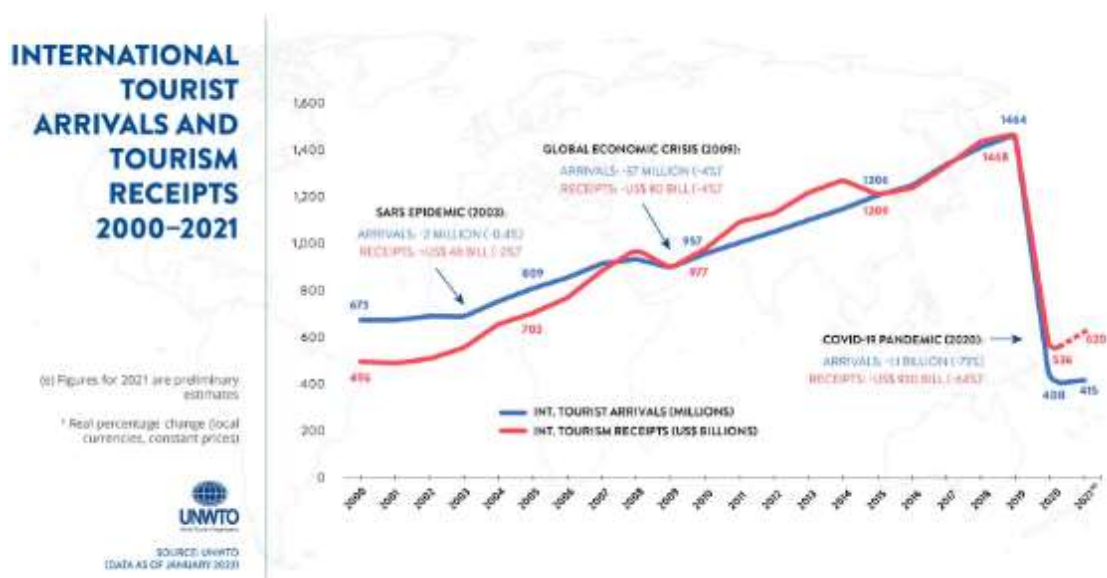
- UNWTO reports a 4% growth in international tourist arrivals in 2021.
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Although with mixed figures throughout the year, there was a recovery in international tourism in the third quarter of the year with a 58% increase from July to September 2021 compared to the same period in 2020. However, the figures were 64% below 2019 levels.



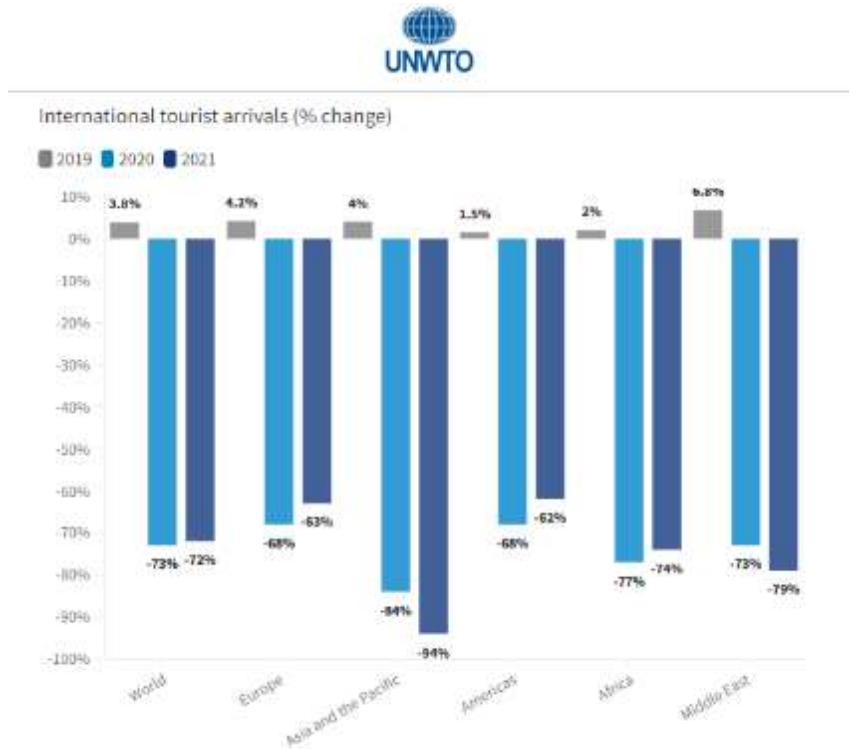
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The first 2022 issue of the UNWTO World Tourism Barometer indicates that increased vaccination rates, combined with easing travel restrictions due to increased cross-border coordination and new protocols, have helped to release pent-up demand. International tourism rebounded moderately in the second half of 2021, with arrivals in the third and fourth quarters 62% lower than before the pandemic. According to limited data, international tourist arrivals in December were 65% lower than in 2019. The true impact of the omicron variant and the wave of COVID-19 infections remains to be seen.



### A slow and uneven recovery

The pace of recovery remains slow and uneven in different regions of the world due to varying degrees of mobility restrictions, vaccination rates and **traveler** confidence. Europe and the Americas recorded the best results in 2021 compared to 2020 (+19% and +17%, respectively), but both remain 63% below pre-pandemic levels.

By sub-region, the Caribbean recorded the best performance (+63% above 2020, but 37% below 2019), with some destinations approaching or exceeding pre-pandemic levels. Southern Mediterranean Europe (+57%) and Central America (+54%) also enjoyed a significant rebound but remain 54% and 56%, respectively, below 2019 levels. North America (+17%) and Central and Eastern Europe (+18%) also exceeded 2020 levels.

Meanwhile, Africa experienced a 12% increase in arrivals in 2021 compared to 2020, although they remain 74% lower than in 2019. In the Middle East, arrivals decreased by 24% compared to 2020

and 79% compared to 2019. In Asia and the Pacific, arrivals remained 65% below 2020 levels and 94% below pre-pandemic levels, as many destinations remained closed to non-essential travel.



### Increase in tourist spending

The economic contribution of tourism in 2021 (measured in direct tourism gross domestic product) is estimated at USD 1.9 trillion, up from USD 1.6 trillion in 2020 but still well below the pre-pandemic value of USD 3.5 trillion. International tourism export receipts could exceed USD 700 billion in 2021, a small improvement over 2020 due to higher per-trip spending, but less than half the USD 1.7 trillion recorded in 2019.

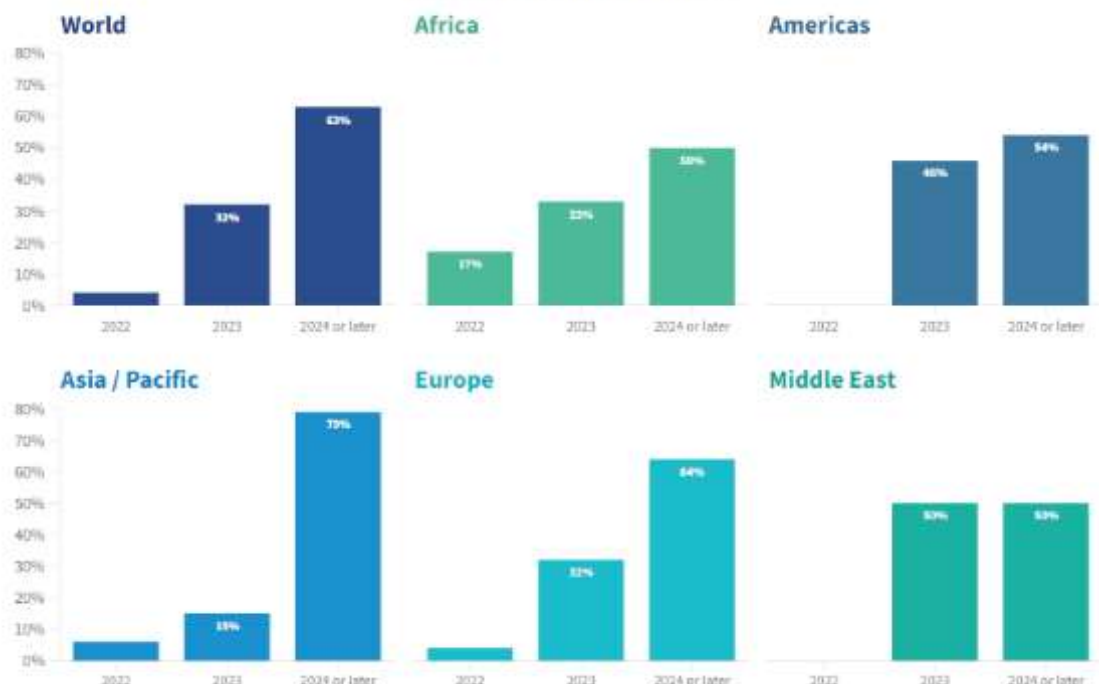
Average revenue per arrival is estimated to reach USD 1,500 in 2021, up from USD 1,300 in 2020. This is due to large cumulative savings and longer lengths of stay, as well as higher transport and accommodation prices. France and Belgium recorded comparatively smaller declines in tourism spending, with -37% and -28%, respectively, compared to 2019. Saudi Arabia (-27%) and Qatar (-2%) also performed somewhat better in 2021.

### Outlook for 2022

According to the latest UNWTO Panel of Experts, the majority of tourism professionals (61%) see better prospects for 2022. While 58% expect a rebound in 2022, especially during the third quarter, 42% foresee a possible rebound only in 2023. A majority of experts (64%) now expect international arrivals not to return to 2019 levels until 2024 or later, up from 45% in the September survey.

The UNWTO Confidence Index shows a slight decline in January-April 2022. A rapid and more widespread roll-out of vaccination, followed by a significant lifting of travel restrictions, as well as greater coordination and clearer information on travel protocols, are the main factors identified by experts for the effective recovery of international tourism.

## When do you expect international tourism to return to pre-pandemic 2019 levels in your country?



UNWTO scenarios indicate that international tourist arrivals could grow by 30% to 78% compared to 2021. However, these percentages are still 50% and 63% below pre-pandemic levels. The recent increase in cases of COVID-19 and the omicron variant will disrupt recovery and affect confidence until early 2022, as some countries reintroduce travel bans and restrictions for certain markets. At the same time, vaccination deployment remains uneven and many destinations still have completely closed borders, particularly in Asia and the Pacific. A difficult economic environment could put additional pressure on the effective recovery of international tourism, with rising oil prices, rising inflation, possible interest rate hikes, high debt burdens and continued disruption of supply chains. However, the tourism recovery underway in many markets, particularly in Europe and the Americas, together with the widespread roll-out of vaccination and a significant coordinated lifting of travel restrictions, could help restore consumer confidence and accelerate the recovery of international tourism in 2022.

While international tourism is recovering, domestic tourism continues to drive the sector's recovery in an increasing number of destinations, particularly those with large domestic markets. According to experts, domestic tourism and travel close to home, as well as outdoor activities, nature-based products and rural tourism are some of the main travel trends that will continue to shape tourism in 2022.<sup>2</sup>

<sup>2</sup> World Tourism Organization (UNWTO) press release, 18 January 2022.

<https://www.unwto.org/news/tourism-grows-4-in-2021-but-remains-far-below-pre-pandemic-levels>



## EFFECTS IN EUROPA MUNDO VACACIONES (EMV)

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Due to the COVID19 Pandemic, 2021 has been another very difficult year for Europamundo, with the year closing with the following results compared to 2020 and 2019:

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Our company is characterized by long and multinational tours, which is why the drop in our sales is higher than the international data provided by the WTO, with a 72% drop in international arrivals. This drop in sales in our company is mainly due to the constant evolution of the pandemic, in the vast majority of countries, there are very strict restrictions on travel. Measures include mandatory testing, quarantines and, in some cases, complete border closures due to new variants, all of which have made it difficult to resume international travel throughout 2021.

There is also a significant drop in the company's staff, but this is due to the group of guides, the vast majority of whom have a contract for work and services. When there are circuits to be carried out, they are registered with the company, and when there are no circuits, as in 2021, from January to June, they are not contracted with the company.

## 1.2. PRESENTATION OF THE REPORT

As in the previous 6 years, Europa Mundo Vacaciones presents its Sustainability Report for the financial year 2021, submitted for approval to its Board of Directors following a report from the Corporate Social Responsibility (CSR) Department to the Board, and with the consensus of the General Management and the departments of Europa Mundo Vacaciones.

This Sustainability Report has been prepared in accordance with the recommendations of the Global Reporting Initiative (GRI) using the GRI Standards, Essential Option.

The GRI Sustainability Reporting Standards (GRI Standards) are designed to be used by organizations to report on their impacts on the economy, the environment and society.

The structure of the GRI Standards is as follows:

**a) The 100 series includes three universal standards:**

- **GRI 101.**
- **GRI 102. General Contents.**
- **GRI 103: Management Approach.**

**b) The 200 series (economic issues), 300 series (environmental issues) and 400 series (social issues).**

This report, through the GRI standards, represents the best practices at a global level to publicly report on the economic, social and environmental impacts and on the contribution of Europe World Holidays (EMV) to the fulfilment of the Sustainable Development Goals (SDGs), and that our stakeholders have detailed, truthful and accurate information on the execution during the year 2021, which was in accordance with the degree of compliance with the Corporate Social Responsibility policies developed in EMV.

The reporting period is from January 1 to December 31, 2021, being an annual report developed by the Corporate Social Responsibility (CSR) Department:

[ipalma.rse@europamundo.com](mailto:ipalma.rse@europamundo.com)

[rse@europamundo.com](mailto:rse@europamundo.com)

The GRI content index can be found in point 6 on the pages 125-129

The Sustainability Report will be externally verified following the criteria of the Non-Financial Reporting Act 11/2018 in March 2022. The verifying company will be OCA Global and the consulting company will be QMC Associates, which will help us to implement the Non-Financial Reporting Statement process.

## 1.3. LETTER FROM OUR CEO

## "A NEW WORLD"

Weeks of intense activity, days of tiredness; when we feel the joyful fatigue with them, we are glimpsing at a horizon full of future and hope; but, above all, peace of mind when we perceive that in the time to come, we will all follow those of us who have walked together in the past.

A new world is perhaps being born, it will not be immediate, only seeds sown that must begin to grow if human beings do not forget and if we strive as a species. If we manage to understand that the common good is always more important than that of the particular; if in turn we accept that we must embrace and magnify all the talents of the people who can offer them.

Evolution, a beautiful word if it implies growth... evolution, always so necessary... welcoming, peaceful, hopeful. Slow changes, is a better world possible? Too many times another similar word was longed for, a word similar but opposite on the way: "revolution".

Revolutions were almost always accompanied by tears, intolerance and impositions that could hardly be coddled and accepted by all. "Revolution", a word antonymous to "peace" and "order", both of which are so necessary for coexistence. Evolution, so necessary, as opposed to revolutions that move revenge, blood and tears that try to make people forget and hide previous layers of tears and blood.

New world and new business. If the world must change, let's not look in from the outside, let's be part of the change in the way we believe we can each do from our place and position.

Tiredness a time to seek peace through the reading of simple words. Wise are the simple words that know how to reach out. Wise are the words that can embrace everyone, without the need to be proud of pride in language.

Our commitment once again this year is to show our work through this Sustainability Report and the commitment signed in 2016 with the Global Compact and the World Tourism Organization (UNWTO) of which we have been members since 2012 and 2014 respectively. We renew again this commitment and support to the Global Compact, its 10 principles and the Sustainable Development Goals, we also renew our commitment to the UNWTO Global Code of Ethics for Tourism, observing and promoting its principles and we ***encourage everyone to read our report to get to know our organization, our team, everything we do and represent.***

**Luis García Codron**

**CEO of Europa Mundo Vacaciones, S.L.U.**



In humanity if you want to invest in a better world, you should invest in tourism because it is what makes this world a better place to live in. The world would not be sustainable without travel, it is what makes us coexist and enjoy our big and



Europamundo  
viajes

**"Un viaje se vive  
tres veces...**  
cuando lo soñamos,  
cuando lo vivimos,  
y cuando lo  
**RECORDAMOS"**

ANÓNIMO




**FRANCIA - Jardines de Versalles**

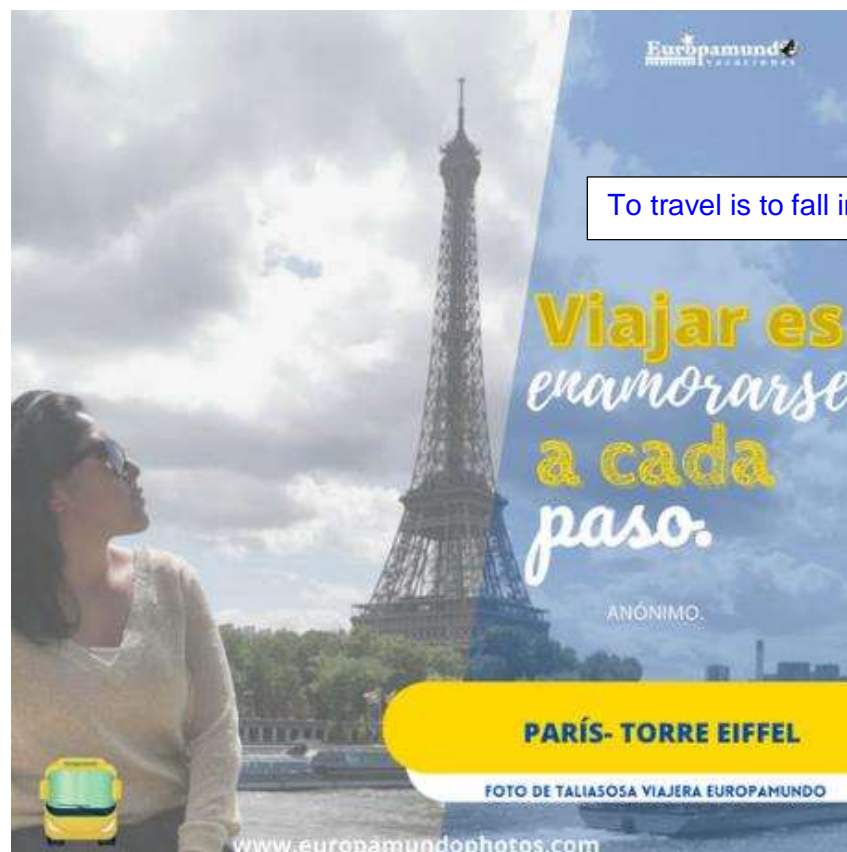

FOTO DE GABY, VIAJERA EUROPAMUNDO

A trip is experienced three times...  
when we dream it, when we live it,  
and when we remember it.

Europamundo  
viajes

**Viajar es  
enamorarse  
a cada  
paso.**

ANÓNIMO

**PARÍS- TORRE EIFFEL**

FOTO DE TALIA SOSA VIAJERA EUROPAMUNDO

[www.europamundophotos.com](http://www.europamundophotos.com)

To travel is to fall in love at every step

# HIGHLIGHTS

## 2021

**Europamund**

Responsabilidad Social Empresarial RSE



Corporate Social Responsibility

### 1 CLIENTS

8.971 Passengers from  
46 countries

Tour Operators from 57 countries

DESTINATIONS: 69 countries  
and 5 continents



### 2 HUMAN RESOURCES

237 people

59%  
women



66% women in  
middle position  
83% area  
managers



190 Office's employees  
88,89% permanent jobs



### 3 ECONOMY

**SALES: 7,65 MM€**

**EBITDA: - 4,72 MM €**

**OWN RESOURCES: 29,74 MM €**



### 4 JTB GROUP

+ 100 Years

39 Countries

150 Companies

900 Offices

+ 29.000 Employees



**JTB**

Perfect moments, always





## 1.5. General contents

The trade name, brand name, of Europa Mundo Vacaciones S.L.U. (EMV), is **Europamundo**.

Our company specializes in circuits. It markets its products in 57 countries, 20 in Latin America, 2 in North America, 12 in Asia, 4 in Africa, 13 in Europe, 4 in the Middle East and 2 in Oceania, with a total of 589 distributors among Spanish Tour Operators and Travel Agencies.

We are the leading European tour operator in the Latin American market with more than 1,000 tours: more than 800 in Europe, 170 in the Middle East, Asia, Africa and Oceania, 70 in the Iberian Peninsula and Morocco, more than 9 in North America (USA, Canada and Mexico), and more than 300 special tours in English.

It has a total of 69 destination countries: 3 in North America, 2 in Central America, 41 in Europe, 5 in Africa, 4 in the Middle East, 12 in Asia and 2 in Oceania.

8,971 passengers travelled in the 2021 season, (-94%, 2019/2021), which contrasts with 142,776 in 2019, indicating the crisis in the tourism sector caused by the COVID 19 pandemic.

There are guaranteed departures all year round and with the main feature of flexibility that gives you: Stops en route, Rotating Circuits and Tailor-made Sectors, and guaranteed departures all year round.

EMV's registered office is at García de Paredes, 55 28010, Madrid (Spain).

In June 2018, it completed its integration process into the JTB Corporation Group with Europa Mundo Vacaciones becoming 100% Travel Plaza Europe the European subsidiary of the JTB Corporation Group.

EMV has 190 people in the Madrid offices, and staff stationed in Brazil, Argentina, India, Thailand, Peru, Japan and in the main cities of Europe, with the average annual workforce in 2021 being 218 people, with a decrease compared to 2019 of -47%, due to the non-recruitment of EMV guide staff, given that there have only been circuits from June to December 2021. In addition, the staff has an average seniority of 10,37 years, with an average age of 45 years, 88,89% of permanent jobs in the company, and 87.37% in the office staff.

It is worth highlighting the policy of integrating women in the workplace, with 66% of middle management, 75% second-in-command, 83% of area managers and 59% of female employees in the company.

Within its team, it has staff from 20 different nationalities in the Madrid office and Argentina, Brazil, Bulgaria, Chile, China, Colombia, Cuba, India, Denmark, Spain, United States, Italy, Mexico, Paraguay, Peru, Poland, Dominican Republic, Romania, Russia and Venezuela, which gives that focus of diversity and multiculturalism.

Net sales were € 7,654,578.14 with a decrease of -25% compared to 2020 and of -95% compared to 2019, an EBITDA of -4.718.010,93, and equity of €29.738.202,30.



Europa Mundo Vacaciones had a total of 333 employees during the year 2021, including 143 guides and 190 office employees, the annual average is 218 people.

The total number of permanent employees in EMV is 88.89% above the average for the year, 58.78% of whom are women and 41.22% men.

The total number of temporary staff is 11.11%, among 59.46% being women and among 40.54% being men.

The number of permanent staff in the office is 166, with a percentage of permanent women workers of 68.67% and temporary staff of 66.67%.

Our supply chain has a total of 632 supplier companies with the following distribution:

- Hotels: 376 (-24% 2020/2021)
- Restaurants: 45 (-4% 2020/2021)
- Bus and transfer companies: 48 (-39% 2020/2021)
- Companies for tours and ferries: 63 (-20% 2020/2021)
- Other (optional, local guides, airlines): 100 (-51% 2020/2021)

By geographical location:

- Europe: 82.80%.
- Africa and Oceania: 1.37%.
- Asia: 7.77
- America: 8.06%.

There have been no significant changes in the size, structure, supply chain or equity structure of the organization, including changes in operations or location.

The changes that occur annually are operational and due to business development.

EMV applies the principle of concern in the development and launch of new products and services and does not affect the environment according to Principle 15 of the United Nations Rio Declaration on Environment and Development.

EMV is an affiliate member of the World Tourism Organization, and in 2016, signed its Global Code of Ethics for Tourism:

[https://webunwto.s3.eu-west-1.amazonaws.com/imported\\_images/37802/gcetbrochureglobalcodeen.pdf](https://webunwto.s3.eu-west-1.amazonaws.com/imported_images/37802/gcetbrochureglobalcodeen.pdf)



<https://www.unwto.org/>

As a result of the work in this field, between 2017 and 2020, Europamundo has sponsored the signature of 15 of our operators around the world. In 2021, due to the Pandemic, UNWTO did not sign the Code of Ethics at Fitur.



Europamundo is a partner of the Global Compact Spanish Network, signing in 2016 its adhesion and compliance with its 10 Principles:

<https://www.unglobalcompact.org/what-is-gc/mission/principles>



<https://www.unglobalcompact.org/>

Since 2015, Europamundo has been a partner of the World Travel & Tourism Council (WTTC):



<https://sp.wttc.org/about>

The Spanish Global Compact Network is working with a group of 27 companies in the tourism sector, with a very special role at Fitur and on International Tourism Day.

The founding members of this working group were 14 companies including EMV, in September 2016 and are now 27, with the challenge of:

- Lead the most relevant SDGs for each entity with awareness-raising and dissemination actions among its main stakeholders.
- Improve the implementation of the SDGs in the strategies of each of these organizations.

The Decalogue for business action in the tourism sector in terms of SDGs proposes actions linked to SDGs 5, 8, 9, 11, 12, 13, 14, 15, 16 and 17. The actions proposed by the Pact to tourism companies include guaranteeing equal salaries and opportunities for women, consolidating a quality and long-term employment offer, committing to innovation and digital transformation and preserving destinations by promoting local culture and products to make them more sustainable.

### 27 Participating Organizations

27 organizaciones participantes



<https://vimeo.com/user11067358>

<https://youtu.be/kqXG-bJ2wfo>

<https://youtu.be/OqLw4FqMXgA>



## 1.6. Our commitment

### 1.6.1 Sustainability at Europamundo

#### a) Strategy

Throughout 2021, our CEO has shown that sustainability is strategic in Europamundo through the forums in which he has been:

- The panel 'The Journey Ahead: sustainability through social responsibility', organized in the context of the **WTTC** summit in Quintana Roo, where he assured "the promotion of peace is tourism's greatest contribution to sustainability", highlighting one of our priority SDGs, SDG16 Peace, Justice and Strong Institutions.



[https://youtu.be/PCCI\\_nDt5l4](https://youtu.be/PCCI_nDt5l4)



- The Future Investment Initiative [FII Institute](#) organized a 3-day international conference "Invest in Humanity" in Riyadh with the participation of CEOs of major multinationals and ministers of tourism and economy from many countries. Our CEO, [Luis Garcia Codron](#), spoke at a round table on "Business and leisure travel for a more sustainable world".



Europamundo is carrying out a campaign to raise awareness among its stakeholders about sustainability, mainly aimed at our passengers, and each time they travel with Europamundo, they will receive a personalized eco certificate to offset their CO2 emissions.



[https://aceuropamundo.sharepoint.com/:v/s/RSE/EbOdA29HYcVBtaROsQ3VsLABii\\_ya8PsvSSbzl\\_TjwOvog?e=aWV88V](https://aceuropamundo.sharepoint.com/:v/s/RSE/EbOdA29HYcVBtaROsQ3VsLABii_ya8PsvSSbzl_TjwOvog?e=aWV88V)

The overall short, medium and long-term vision and strategy for managing the significant economic, environmental and social impacts that the organization causes or contributes to, as

well as those directly related to its activities, products or services as a result of relations with third parties (interest groups or stakeholders) are implemented through the executive-level responsibilities discussed in section b) governance.

There is no description of the main impacts, risks and opportunities, significant economic, environmental and social impacts and related challenges and opportunities, including effects on stakeholders and their rights, as defined in national legislation and relevant internationally recognized standards.

In the tourism sector and especially in this market of Tour Operators and Wholesale Travel Agencies, there are important risks and impacts such as: Climate Catastrophes, Pandemics (COVID 19), Currency Devaluations, Changes in Governments, Terrorism, Restrictions imposed by countries on free movement from March 2020 and throughout the year 2021, in all the countries of our customers and the countries of our destinations, mainly in areas such as Europe, where our circuits are mainly developed.

All these impacts and risks are assessed and evaluated on a case-by-case and moment-by-moment basis among the different decision-making working groups of the company.

## **b) Governance**

EMV's governance structure is based on its highest body, the Board of Director Meeting, made up of the 4 main executives of Europamundo, plus three other members, the General Manager of Kuoni Travel Investment, a company 100% owned by the JTB Corporation Group, its financial director and the General Manager of JTB Europe.

There is another specific body that does not meet periodically, but only when required by the incidents that occur during the company's financial year, such as the Emergency Committee, or those working groups created for times of crisis, as with the COVID 19 pandemic.

The Emergency Committee is a council made up of the company's top executives, operational and communication departments to analyze, make decisions and execute them when extraordinary situations occur that affect the company's normal activities, such as humanitarian and natural disasters, pandemics and terrorism.

As a result of the pandemic caused by COVID 19, both during the state of alarm and from June 2020 with the new normality and the consecutive waves of contagions throughout the months up to December 2021, important working groups were created to respond and dynamize the company in the different crisis situations created, although throughout 2021, their operability has been less than in 2020.

- Workload: 1 coordinator and 6 people. 5 women and 2 men.
- Internal Measures: 1 coordinator and 9 people. 7 women and 3 men.
- Information and monitoring: 2 coordinators and 8 people. 7 women and 3 men.

- Alternatives: 2 coordinators and 13 people: 7 women and 8 men.
- Modification of Reservations: 2 coordinators and 5 people. 7 women.
- Closing of the circuits and monitoring of the occupation: 1 coordinator and 2 people. 2 women and 1 man.
- Cancellation fees: 1 coordinator and 6 persons: 3 women and 4 men.

Total 59 persons, 38 women and 21 men.

Description of each of the Working Groups:

**Workload:** It analyses department by department the workload of each of its components and diverts some of its members to other departments for occasional assistance.

**Internal measures:** Review of the guidelines for action at company level and preparation of the protocol in the event of the need for total or partial suspension of work and the need for teleworking.

**Information and follow-up:** All company staff must always be well informed with the implementation of the same coordinated line of information and action. This will include tourism content, internal company notifications, notifications to the outside of the company, actions on social networks with direct and communiqués, and monitoring of other markets.

**Alternatives:** They look for alternatives in the regional circuits offered by the market.

**Modification of bookings:** Modify bookings with an alternative proposal for a new route on-line and modify bookings manually.

**Closures and occupancy monitoring:** He/she will be in charge of closing the circuits and monitoring occupancy throughout the week, as well as updating comments or occupancy notes regarding modifications.

**Cancellation costs:** It will be in charge of the negotiation of cancellation costs generated by the cancellations we are having, the negotiations with the suppliers trying to avoid costs generated that we are not going to pass on to our clients.

The process of delegating authority follows the hierarchical scheme of the company's organization chart.

[https://www.europamundo.com/info\\_organigrama.aspx](https://www.europamundo.com/info_organigrama.aspx)

Detailed organization chart:

[https://www.cloud-europamundo.com/files/2022\\_02/Organigrama\\_2021.xlsx](https://www.cloud-europamundo.com/files/2022_02/Organigrama_2021.xlsx)

EMV has a structure of managers, middle management, directors, heads of departments, deputy heads of departments and area heads, proxies to implement the basic management guidelines for the organization's activities.

Responsibility for financial matters at the executive level rests with the Finance Directorate Europe World under the supervision and control of the General Management and the Board of Directors.

Responsibility at the executive level for environmental issues lies with the Corporate Social Responsibility Department and the Good Practices Committee with the support of the Foundation's Assessment Committee under the supervision and control of the General Management and Presidency of the Europamundo Foundation.

Executive level responsibility for social issues lies with HR, supported and mediated by the Corporate Social Responsibility Department under the supervision and control of the General Management.

Consultation processes on economic, environmental or social issues between stakeholders and the highest governance body of the company are carried out between the highest representatives or decision-making bodies of each of the companies and MSEs, following the criteria of responsibility according to whether the issues are environmental, social or economic.

The Chairman of the Board of Directors is Berend Lund Christian, Head of Corporate Planning Europe World and responsible for the integration of Europe World into the JTB Group, whose main function for JTB is to ensure that EMV's operations follow the criteria and policies of the JTB Group.

The current chairman has a high level of professional commitment, leadership and involvement in the work that attests to his ability and suitability for the position.

The criteria used to appoint and select the members of Europamundo's highest governing body, its Board of Directors, are based on the knowledge, experience, functions and positions of the top executives of EMV, Kuoni Travel Investment and JTB Europa, companies 100% owned by the JTB Corporation Group...

EMV's highest governing body, the Board of Directors, meets quarterly and will meet in the event that an exceptional situation or conflict between the corporate and individual interests of each of its members is deemed to exist, or even if it arises with some of the Stakeholders.

MANAGEMENT BOARD			
NAME	POSITION	POSITION IN THE COMPANY	APPOINTMENT DATE
BEREND LUNCH CHRISTIAN	CHAIRMAN	CORPORATE PLANNING DIRECTOR	01.07.14
GABRIEL SANCHEZ DE LAMADRID	SECRETARY	CFO OF EUROPAMUNDO	01.07.14
LUIS GARCIA CODRON	COUNSELOR	CEO OF EUROPAMUNDO	01.07.14
ALEJANDRO DE LA OSA CASTRO	COUNSELOR	SALES MANAGER OF EUROPAMUNDO	16.02.21
TAKAYUKI FUJIWARA	COUNSELOR	GENERAL MANAGER OF JTB EUROPE	19.05.21
KEIICHIRO OTOFUJI	COUNSELOR	CFO OF KUONI TRAVEL	19.05.21
SHINJI KAMIO	COUNSELOR	GENERAL MANAGER OF KUONI TRAVEL INVESTMENTS	25.06.18

EMV's mission is to create experiences for our clients, in their trips, that allow them to get to know different cultures through flexible circuits, with the best value for money.



This mission is enhanced by a vision of continuing to be a leading and innovative company in the tourism sector, customer-oriented, committed to technology, creativity, safety and, above all, responsible and sustainable tourism.

The members of the organization, all EMV staff, are aware of the highest governance body on economic, environmental and social issues, as well as the detailed structure following the criteria of responsibility according to environmental, social or economic issues.

Processes to evaluate the performance of the highest governance body with respect to the management of economic, environmental and social issues are carried out quarterly through its Board of Directors.

The Board of Directors formulates and approves the annual accounts audited by the auditing firm Deloitte.

The Board of Directors meets four times a year and at these meetings it takes stock of the company's development and discusses relevant aspects of the company.

The company, being part of the JTB Corporate group, is subject to certain controls (Internal Audit and the Group's own Audit every 3 or 4 years) in which the business processes are reviewed and verified, identifying the risks and the way to control them. There are also internal controls called "Sharepoint", whereby each month a series of documentation must be uploaded to an intranet (with access codes) for compliance with internal control set by the Internal Audit in Zurich of Kuoni Travel Investment, the company that provides the central services in Europe for the JTB Group.

The various stakeholders, such as staff, suppliers and customers, are involved in the day-to-day management of the company.

The Board of Directors, from the moment the financial budget is approved, carries out regular checks on compliance with the budget and evaluates its management.

Formal and periodic evaluations, analysis of their impacts, risks and opportunities are carried out by the different governing bodies specifically in each case, in each situation that gives rise to such impacts or risks for the company.

The evaluation and formal approval of the Annual Sustainability Report is the responsibility of the General Management after approval by the EMV Board of Directors and the consensus of the company's Departments.

The design and technical implementation follow the recommendations of the Global Reporting Initiative (GRI) and the comprehensive option GRI Standards and is the responsibility of EMV's Corporate Social Responsibility (CSR) Department.

The process for communicating information to EMV's highest governing body, its Board of Directors, is carried out through the company's Internal Audit Department, Group Internal Audit, and the departments involved in each case, regardless of the degree of analysis carried out, and the level of "concern".

There is no information available on the nature and total number of critical concerns reported to the highest governance body. This is confidential, sensitive information, which is recorded quarterly in the minutes of the Board of Directors.

There is no information available on the remuneration policies of the highest governance body and senior executives of the company in terms of fixed and variable salaries, bonuses, severance pay, retirement benefits. This is sensitive information that is included in the minutes of the Board of Directors. Although the Equality Plan Report of March 2020 indicates that, there is no significant inequality in the average remuneration in EMV, although we await data from the new Equality Plan scheduled for spring 2022.

At the moment EMV does not have a retirement benefits policy for all EMV staff.

The salary bands of our human capital are based on experience, knowledge, degree of responsibility and seniority within the Company. It is a policy until 2019 that the salary remuneration for personnel with more than 3 years of seniority is 9% above the average of the categories of the collective agreement mark of the travel agency.

The average annual EMV remuneration is €26,309.61.

In 2020, given the situation caused by the COVID 19 pandemic in the tourism sector and our Company, EMV had had to adapt to the circumstances by carrying out an ERTE due to force majeure.

*Those who will be considered ERTE due to force majeure (regulated in article 22 of RD-Law 8/2020), contract suspensions and reductions in working hours that have their direct cause in losses of activity as a result of COVID-19, including the declaration of the status alarm, involving suspension or cancellation of activities; temporary closure of places of public affluence; restrictions on public transport and, in general, on the mobility of people and/or goods; lack of supplies that seriously prevent the continuation of the normal development of the activity, or urgent and extraordinary situations due to the contagion of the workforce or the adoption of preventive isolation measures decreed by the health authority.*

The stated force majeure ERTE began in EMV on 03/23/2020, and as of December 31, 2021, it has affected the following people:

TRABAJADORES EN ERTE A 31/12/2021		
	MUJERES	HOMBRES
REDUCCIÓN DEL 30%	24	10
REDUCCIÓN DEL 50%	59	28
REDUCCION DEL 70%	16	8
SUSPENSIÓN	25	13
TOTAL	124	59

As for the guide staff during the year 2021, 79 were suspended, of which 41 were men and 38 were women.

The determination of the remuneration and salary policy is strictly internal. External agents, such as specialised consultants or unions, do not participate. It is an attribution of the General Board of Directors with the technical support of the Human Resources Department.

The average annual remuneration in 2021 for all EMV personnel, without considering the Company's senior executives, is €26,309.61.

In 2020 and 2021, given the circumstances caused by the COVID-19 Pandemic, there has been no annual salary increase for EMV staff.

### c) **Membership in associations**

Europe World Holidays is a member:

- **We have been affiliated** with the UNWTO since 2012. We have been working with the Ethics and Cooperation Area and with the Global Compact since 2014, which promotes social responsibility, companies' sustainability, and the development of the Sustainable Development Goals.

We signed the Global Code of Ethics for tourism with the UNWTO in 2016 and have supported the signing of 15 of our operator clients from Latin America, Europe

and Asia.

- In 2017, a Working Group with Tourism companies sponsored by the Global Compact and the UNWTO was created:
  - <https://vimeo.com/user11067358>
  - <https://youtu.be/kqXG-bJ2wfo>
  - <https://youtu.be/OqLw4FqMXgA>
- In 2018, we signed the **Declaration of Buenos Aires** of the World Travel & Tourism Council (WTTC) **on illegal wildlife trade**.  
<https://wtcc.org/Portals/0/Documents/Reports/2018/WTTC%20Buenos%20Aires%20Declaration.pdf?ver=2021-02-25-182516-880>  
Since 2018, we have been in the **Target Gender Equality Program** of the Global Compact.



EMPRESAS PARTICIPANTES DE LA TARGET GENDER EQUALITY EN ESPAÑA



- In 2019, at COP 25, we adhered to the United Nations climate initiative, **Business Ambition for 1.5° C**. We were one of the 11 Spanish companies out of the total of 100 in the world.
- <https://www.20minutos.es/noticia/4082142/0/10-empresas-espanolas-incorporaran->

[iniciativa-clima-naciones-unidas/?utm\\_source=whatsapp.com&utm\\_medium=socialshare&utm\\_campaign=mobile\\_web](https://www.unitednations.org/es/iniciativa-clima-naciones-unidas/?utm_source=whatsapp.com&utm_medium=socialshare&utm_campaign=mobile_web)

- In 2020, we signed the Global Protocol for Safe Travels of the World Travel & Tourism Council (WTTC). Europamundo has implemented the Health and Hygiene Protocols aligned with the WTTC.



- In 2020, we signed the **Pact for a Sustainable Ocean Business** with the UN Global Compact.



- In 2020, the **Pact for the Women's Empowerment Principles** with UN WOMEN and UN Global Compact was signed.



- We have signed the declaration of world business leaders for renewed global cooperation.



- In 2020, we joined the **#SDGambition accelerator program** of the UN Global Compact. More than 700 companies participate internationally through the Spanish Network of the Global Compact to establish ambitious objectives SDGs.
- UNWTO Empowerment Program for the Indigenous Communities of Mexico, Guatemala and Peru.





## 1.6.2 Materiality Matrix

The Sustainability Report must reflect those economic, environmental, and social aspects of our Company that substantially influence stakeholders.

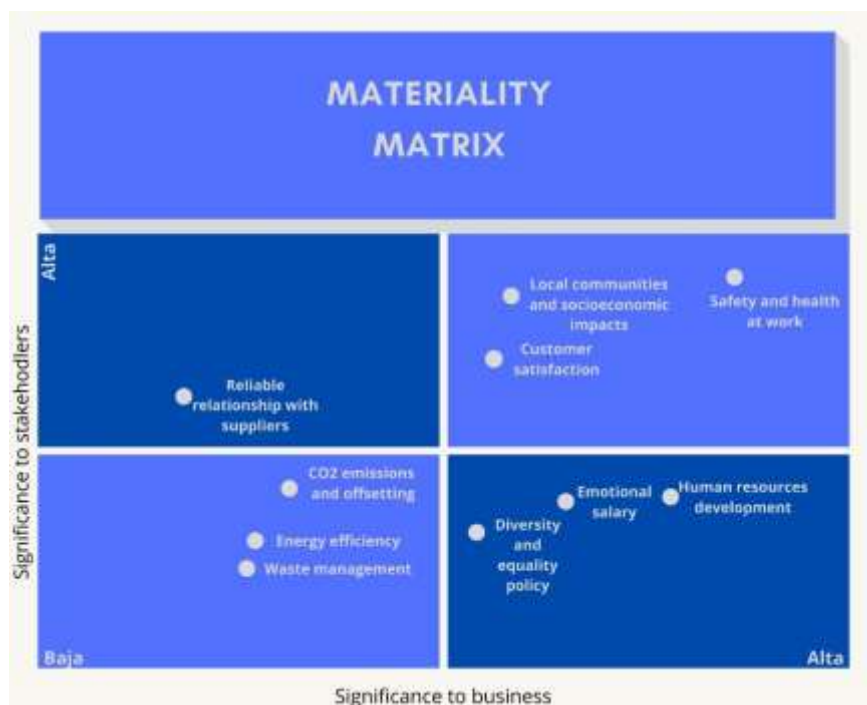
EMV establishes priorities in the materiality analysis to ensure our Company's sustainable strategy. The result is a matrix with 10 relevant issues developed throughout this Sustainability Report.

The list of material issues that EMV has prioritised for inclusion in this report are:

- Safety and health at work
- Local communities and socio-economic impact
- Customer satisfaction
- Development of human capital
- Emotional salary
- Diversity and equality policy
- A responsible relationship with suppliers
- CO2 emissions and their compensation
- Energy efficiency
- Waste management

The material topics of this report have an introduction through the management approach with general requirements such as:

- The explanation of the material topic and its coverage. GRI 103-1
- Its components include policies, commitments, objectives and goals, responsibilities, resources and specific actions such as processes, projects, initiatives. GRI 103-2.
- Evaluation. GRI 103-3



# Europa Mundo Vacaciones



## REPORT ON THE SUSTAINABLE DEVELOPMENT GOALS

# Table of Contents

01	The Sustainable Development Goals
02	General Commitment
03	SDGs aligned with the core business of the organisation
04	Good practices and commitments in the organisation's SDGs





# THE SUSTAINABLE DEVELOPMENT GOALS

In September 2015, the United Nations General Assembly approved the 2030 Agenda for Sustainable Development and with it, the Sustainable Development Goals (SDGs), a global call to adopt measures that manage to put an end to the significant problems of the planet; end poverty and inequality, achieve gender equality and access for all to decent work, facilitate access to health services and adequate education, protect the environment and ensure that all people enjoy peace and prosperity.

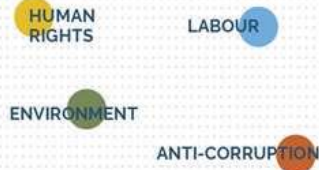
The SDGs are the new main framework for contributing to sustainable development, made up of 17 Objectives and 169 goals that must be met before 2030, and it is addressed to all the actors on the planet; governments, businesses and civil society have been called to action to contribute to these global goals. In this new

framework, companies play a leading role for the first time.

The SDGs provide companies with a universal and consistent framework to guide their contributions to sustainable development. The Global Compact is the initiative that has the United Nations mandate to transfer the SDGs to the private sector. The SDGs are interrelated with the 10 Principles of the Global Compact. Both are cross-cutting frameworks in terms of themes and the purpose they pursue.

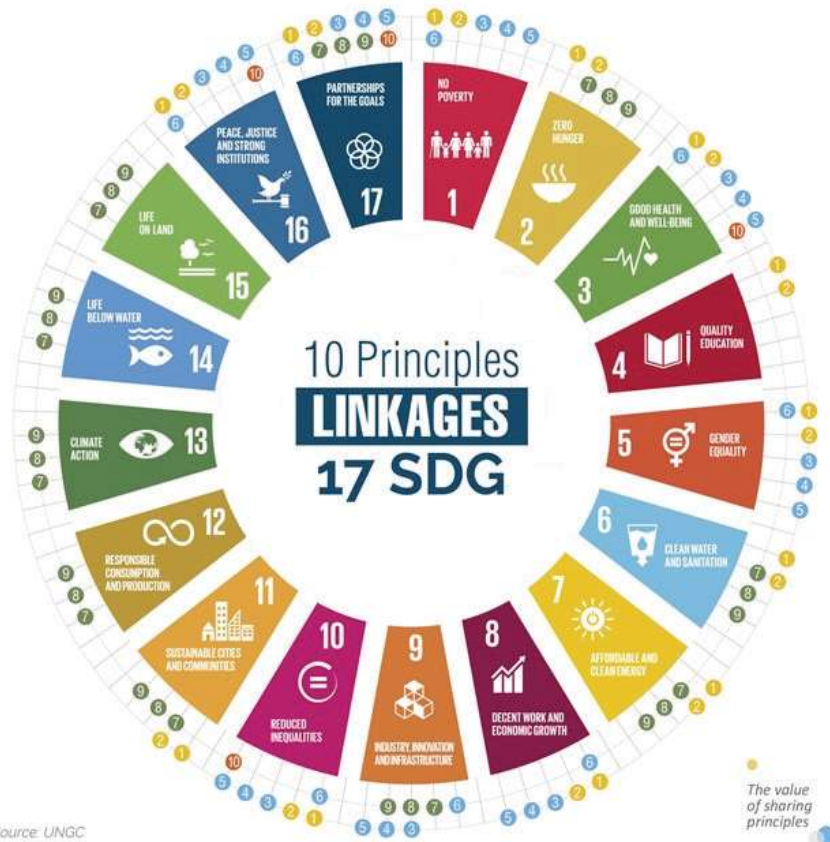
The Spanish Network of the Global Compact has developed the Interactive Guide on SDGs, based on the SDG Compass methodology, which accompanies companies to integrate the SDGs in the short and long term through 5 steps: 1) Know; 2) Define priorities; 3) Set target; 4) Integrate; 5) Report.

## THE TEN PRINCIPLES of the United Nations Global Compact



- 1 Support and respect the protection of internationally proclaimed human rights.
- 2 Not be complicit in human rights abuses.
- 3 Uphold the freedom of association and the effective recognition of the right to collective bargaining.
- 4 Support the elimination of all forms of forced and compulsory labour.
- 5 Support the effective abolition of child labour.
- 6 Support the elimination of discrimination in respect of employment and occupation.
- 7 Support a precautionary approach to environmental challenges.
- 8 Undertake initiatives to promote greater environmental responsibility.
- 9 Encourage the development and diffusion of environmentally friendly technologies.
- 10 Work against corruption in all its forms, including extortion and bribery.

Source: UNGC





# GENERAL COMMITMENT

Europa Mundo Vacaciones is firmly committed to the 2030 Agenda and the fulfilment of the United Nations Sustainable Development Goals, particularly those related to the organisation's main activities. Compliance with the SDGs is also associated with implementing the ten principles of the Global Compact in the business sector since both frameworks are transversal in their aim: to build more sustainable societies and markets.



Our commitment extends to all stakeholders and throughout our value chain: our staff, customers-operators, business partners and suppliers with whom we work. This report includes those SDGs linked to our business strategy.

There are 7 priority SDGs, for which we work directly and actively, and of which we measure the evolution over time and the impact we have.

Below, we explain why we have chosen these objectives as priorities.

SDG 4, Quality Education. Tourism is characterized by providing opportunities for learning and cultural growth of human beings throughout life. The trips are eminently cultural, the travelers learn art, they learn other cultures, other traditions, they know other countries. Education promotes sustainable development and sustainable lifestyles, human rights, gender equality, the promotion of a culture of peace and non-violence, global citizenship and the appreciation of cultural diversity and the contribution of culture to sustainable development.

SDG 5, Gender equality. Tourism has historically empowered women by providing them with decent work and a livelihood. There is currently a higher proportion of women than men working in our sector.

SDG 8, Decent work and economic growth. One in ten jobs in the world is related to the tourism sector, through personnel employed in tourism service companies, self-employed entrepreneurs and small businesses. The activity generated by the industry reaches marginalised areas or where other sectors do not match.

SDG 10, reduction of inequalities. The benefit generated by the tourism sector reaches all countries and corners of the world. On many occasions, tourist activity is developed thanks to small local businesses, allowing local development and reducing inequalities.

SDG 13, Climate action. The sector's activity affects climate change, just as climate change affects the proper development of tourism. That is why it is important to take initiatives to mitigate climate change to achieve the sustainability of our sector our business.

SDG 16. Peace, justice and solid institutions. A world without peace is not sustainable. Tourism leads us to discover other realities far from our own, other cultures, other religions, other ways of living.

SDG 17. Alliances to achieve the objectives. Over the years, at Europamundo, we have worked. We work in an extensive network of national and international partnerships to achieve the SDGs, sustainable development, and a better world.

In our pursuit of sustainable development, we seek to comply with all international laws, regulations and standards on Social Responsibility. This implies incorporating the concerns and expectations of our company and interest groups related to human rights, society and the environment in the decision-making processes of our organisations to identify proactively, mitigate and, when appropriate, compensate potential negative impacts along the value chain.



SDG ALIGNED WITH THE CORE  
BUSINESS OF THE ORGANISATION

# GET TO KNOW OUR PRIORITY GOALS

4 QUALITY  
EDUCATION



Guarantee inclusive, equitable and quality education and promote lifelong learning opportunities for all.

Education is the key to achieving many other Sustainable Development Goals (SDGs). Education is essential to promote tolerance among people, and contributes to creating more peaceful societies.

5 GENDER  
EQUALITY



Provide women and girls with equal access to education and health care, opportunities to get a decent job, and representation in political and economic decision-making processes.

8 DECENT WORK AND  
ECONOMIC GROWTH



Achieve sustainable and inclusive economic growth that benefits all people equally and does not harm the environment. This can only be achieved by creating decent employment for all people, especially for women, youth and other groups in vulnerable situations, eradicating practices such as forced and child labor and promoting entrepreneurship and technological innovation.



# GET TO KNOW OUR PRIORITY GOALS

10 REDUCED  
INEQUALITIES



Reduce inequality of income and opportunities between countries and within them: reducing poverty in the most disadvantaged areas of the planet, promoting the social, economic and political inclusion of all people, promoting policies at the international level to improve regulation and control of markets and financial institutions and encouraging cooperation for development.

13 CLIMATE  
ACTION



Introduce climate change as a primary issue in the policies, strategies and plans of countries, companies and civil society, improving the response to the problems it generates, such as natural disasters, and promoting education and awareness of the entire population.



# GET TO KNOW OUR PRIORITY GOALS

16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



Promote the rule of law at the national and international level and guarantee equal access to justice for all, reducing corruption and bribery and creating accountable and transparent institutions; end all forms of violence and organized crime, especially against children; promote respect for human rights; strengthen the participation of developing countries in global decisions and promote laws and policies in favor of sustainable development at the international level.

17 PARTNERSHIPS  
FOR THE GOALS



Strengthen the Global Partnership for Sustainable Development, mobilizing and exchanging knowledge, technical capacity, technology and financial resources to achieve the global agenda in all countries, particularly in developing countries, and promoting alliances in the public, public-private and public spheres of civil society, to jointly contribute to sustainable development.



# GOOD PRACTICES AND COMMITMENTS IN SDGs OF EUROPAMUNDO

We maintain our commitment to our priority objectives despite the current circumstances in our tourism sector and specifically in our Company, which has been greatly affected since the start of the Pandemic in 2020. Due to this reason, we have been forced to change our quantifiable commitments and how to support the achievement of each of the SDGs aligned with the Europamundo strategy.



As a change in 2021, we have decided to add a new priority SDG to our business strategy. Tourism serves as a tool for this objective, and specifically for goal 4.7 Global education for sustainable development, by promoting a culture of peace and cultural diversity in our circuits and buses, as well as the promotion of sustainable lifestyles and the assessment of human rights.

#### Quantifiable commitment

### GLOBAL EDUCATION FOR SUSTAINABLE DEVELOPMENT

In 2021 we have had 8,971 passengers on our circuits, who, through our guides, have received training and information about the destinations visited, about their culture, traditions, about the countries. Our guides promote a culture of peace and diversity.

With the Europamundo Foundation we have given 4 training workshops for the students of the Oxiria Foundation, in sales, economics, customer service and social media. Also 2 activities with online panoramic tours of the city of New York and the United Kingdom, in which 40 students and 12 volunteers from Europamundo have participated.

Through the Solidarity Fund - Shelter Fund, training has been carried out for travel agents, language classes, audio guides, panoramas, training in our Europamundo Academy, live streaming on

Instagram and Facebook about our destinations and other training activities.

With this SDG, we set ourselves the goal of returning to 2019 levels in our circuits by 2024, 150,000 passengers, if the UNWTO's expectations for tourism are met.

#### Gender equality



#### Quantifiable commitment

### GENDER EQUALITY

In 2021, work began on the third Equality Plan following Royal Decree 901 and 902 of October 13, 2020. It is expected to be ready by March 2022. The differences with the old equality plan consist of the inclusion of a remuneration audit in the equality plan, a job evaluation system, the right to information for workers about the Company's detailed remuneration information and the creation of a joint and equal commission between the Company and the signatory unions of the collective agreement.

The general objective for the 2020-2023 period continues to be: "Increase sensitivity in the organisation towards gender issues, promoting the development of women" through 6 actions:

1. Promote a culture of equality, ensuring the principle of equal treatment and opportunities between men and women. It is established that the percentage by sex in the workforce is balanced at 50%. Currently, in EMV, the force is 59% women, with women in middle management positions at 66%



and area managers at 83% and second managers at 75%.

2. Carrying out a training action at least one training workshop per year on gender for the entire workforce of 129 women and 89 men.

3. A Guide has been created to avoid non-inclusive language through an Inclusive Language Manual.

[https://www.europamundo.com/rse\\_igualdad.aspx](https://www.europamundo.com/rse_igualdad.aspx)

4. Declaration expressed by the General Directorate of EUROPAMUNDO, "It firmly believes that women and men are equal in human dignity, and equal in rights and duties, and is committed to making effective the right to equal treatment and opportunities between women and men. "As General Director, the Director of this organisation, I undertake and request the commitment of all the people who work in EUROPAMUNDO to the extent that corresponds to them, to develop, maintain, improve and promote this Equality Plan".

[https://www.europamundo.com/rse\\_igualdad.aspx](https://www.europamundo.com/rse_igualdad.aspx)

5. Procedure reviewed for selecting personnel to guarantee non-discriminatory selection and the incorporation of women in those areas and positions where their representation is less. Guarantee the representation of women in at least 40% in areas where the presence is lower.

6. Calculation of the annual salary gap, the remuneration of equal or average positions in society. We started a new diagnostic plan in September 2021 that will be finalised in the spring of 2022. Previously in other years, the Europamundo Foundation contributed to SDG 5 by giving financial support to various projects on gender equality and development.

In 2021, we collaborated with these projects to the extent of our possibilities in other ways. We have been informed about their work in talks through our Thematic Tuesdays, where we invite our interest groups (employees, clients, collaborators) and the general public. The organisations that have participated in these Thematic Tuesdays have been:

□ The Victoria Association, telling us about its program of action, defence and reaction against gender violence in the Community of Madrid.

□ Woaranis women in the Ecuadorian Amazon Jungle informed us about their craft entrepreneurship and empowerment through the production and marketing of crafts and cocoa.

Through the Gender Business Tool (WEP), we have done the gender analysis of our Company with a score of 55% (above 2020 with 54%), advanced level. Our goal for the coming years is to achieve a 75 % leader level.

Decent work and economic growth

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### Action/Project

#### SOLIDARITY FUND - SHELTER FUND

The Europamundo Solidario and Europamundo Refugio Project emerged in 2020 with the dual objective of covering the basic needs of the group of guides, the most vulnerable at the moment in the Company, and on the other hand, carrying out leisure activities and training during the State of Alarm and the New Normality for all the Company's employees. Of which: 252 guides, with 123 women and 129 men, and 195 office staff with 135 women and 60 men, 172 people among family and friends. In addition to the Company's stakeholders such as Travel Agents and clients from the 57 countries where it operates, 589 distributors among Tour Operators and Travel Agents, and companies linked to EMV.



Thanks to the material, financial and personal support of EMV, several working groups were created as guides to, in a coordinated way, develop the project Europamundo Solidary / Europamundo Refuge. The goal of the project is based on the potential of a group as broad as the Guides taking advantage of their talents. Within a profile of extroverted, cultured, cheerful and decisive people, but at this moment, during inactivity, creating a bag of activities and projects to offer, seeking the opportunities that this time of hygienic and social crisis produced by Covid-19 can provide.

The activities offered do not have an assigned cost for the most part. Still, the economic contribution of the person who uses them is voluntary. It will be transferred to the account created for this purpose called the Solidarity Fund, with which and taking into account criteria of need and urgency, we can guarantee a minimum vital income of €500 / month for each guide, considered a subsistence minimum while waiting to be able to resume their usual professional activity.

During 2021, 21 activities have been carried out, such as schedule of activities on Facebook and YouTube, training for travel agents, language classes, travel letters, collaboration with hotels and restaurants, marketing of Europamundo products, sale of masks and screens to tourist establishments, very travellers, for family smiles, emptied Spain, good news, translations, suitcase library, update on "My Trip", audio guides, mapping, direct from Instagram, technical and audiovisual support, Foundation activities, destination Latin America, Academy; It has involved the participation of 447 guides, 155 office colleagues and a total of 10,110 people with the completion of more than 1,000 activities.

### **Emotional Salary**



The Europa Mundo Vacaciones company (EMV) was born 24 years ago by our CEO. Until 2015, it is currently within the JTB Group as the majority shareholder of the Company, one of the largest tourism companies in the world. From the beginning, it was characterised by diversity, being one of our pillars in the Company that seeks equality for all its members, its interest groups, and for all of us to feel equal and included.

EMV has 23 nationalities among its staff, 46 nationalities among the passengers travelling on its circuits, 41 operators/clients and 44 destination countries from the five continents. Diversity must be based on respect, the feeling of belonging to the Company, commitment and retention of talent, and Europa Mundo promotes it through its emotional salary.

[https://www.europamundo.com/rsc\\_docs\\_sociales.aspx](https://www.europamundo.com/rsc_docs_sociales.aspx)

The objectives are articulated around more than 50 actions through 7 lines of intervention:

- a) Time flexibility
- b) Well-being at work
- c) Life/work balance
- d) Professional development
- e) Integration and feeling of belonging
- f) Promotion of volunteering and CSR
- g) Other benefits

Plus, the specific Conciliation measures and the exclusive personal and family assistance service Europamundo Contigo.

Next, we detail some of the more than 30 indicators of the Emotional Salary that we use, such as:

- Private Medical Insurance: This allows you to go with the medical certificate up to 14 times a year, 4 hours per visit.
- Free company trips.
- Gratuity for married couples in our circuits.
- Cole's first day leave.
- Extension of leave due to serious illness.
- Extension of permission for death.
- Maternity/Paternity leave.
- Time conciliation: Rotating shifts or intensive shifts. Training courses.

In 2021, a lot of free or subsidised course training was carried out. In a total of 8,160 hours, with a decrease of 39% compared to 2020, with a total of 256 people, with a proportion of women of 84% compared to men of 16%, in 96 own training actions and 17 JTB Group training actions, with the average hours of training per employee in 2021 being 37.43 hours.

Among the impact indicators, we should point out the changes that have occurred in EMV in the last 22 years, generational diversity (3 generations and staff from 19 to 70 years old), greater cultural diversity, international recognition (Ethics Award 2018 of the World Tourism Organization) or involvement of the Stakeholders in the Company.

The implementation of the Emotional Salary has a low business cost if we compare it with its high return on investment: reduction in the stress index, increase in self-esteem, improvement in the work environment, motivation, integration, collaboration, reduction in staff turnover, absenteeism, a more remarkable adaptation of the worker to the Company, feeling of belonging to the Company, productivity improvement. Success lies in the level

of commitment or "engagement" of its staff to achieve the objectives and carry out their tasks, working as a team, but using their creativity and extra effort individually as a person and professional, absorbing the Company's values in their day by day.

### **Quantifiable commitment**

The objective with this SDG is that in 2022, the guides of our team who depend on the Solidarity Fund - Refuge Fund will be reduced.

Reduction of inequalities

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### **Quantifiable commitment**

#### **The Europamundo Foundation celebrates ten years working for the most vulnerable**

The Europamundo Foundation celebrated ten years since its constitution on April 29, 2011. Since then, it has participated in the achievement of the Sustainable Development Goals, in 11 of its 17 SDGs, such as: SDG 1 End of Poverty, SDG 2 Zero Hunger, SDG 3 Health and Well-being, SDG 4 Quality Education, SDG 5 Equality Gender, SDG 6 Clean Water and Sanitation, SDG 8 Decent Work and Economic Growth, SDG 10 Reduced Inequalities, SDG 13 Climate Action, SDG 16 Peace, Justice and Solid Institutions and SDG 17 Partnerships to achieve the Goals. Since then, 177 projects have been carried out in 30 countries,

collaborating with 60 NGOs and benefiting more than 260,000 people in Latin America, Asia, Africa, and Europe.

Throughout these ten years, the Foundation set up an Emergency Fund for humanitarian crises, refugee displacement or natural disasters in which a little help is essential for survival, carrying out 42 actions and collaborating with NGOs, International Organizations, Operators and Personnel. of the Company.

In total, the amount invested by the Foundation from the annual donation made by our parent company, Europa Mundo Vacations (EMV), has been more than 2 million euros.

It should be noted that the work of the Foundation has been not only the Financing of Projects and the Emergency Fund but also the activities carried out annually such as gatherings with companies, prominent people or NGOs on current issues, workshops or awareness seminars with some of the EMV's main stakeholders.

In these **awareness workshops**, we have carried out the so-called **Thematic Tuesdays**, seven days where different entities have participated throughout 2021: Dalma Foundation, Oxiria Foundation, Dan Zass Association, Solidarity for Development, Victoria Association, Factor CO2, UNHCR, Solidarity Camps, Emalaikat Foundation, Waoranis Women's Association, volunteers from

Europamundo plus all the attendees.



To raise awareness about diversity and functional disability among the population, especially among our interest groups, such as the Europamundo staff, we organise volunteer days with the people who participate in the Dan Zass workshops. Typically, these are days of coexistence, sharing experiences and learning from each other.

In May 2021, we organised an **online dance and diversity workshop** between Europamundo and Dan Zass users. With 14 people, we work on aspects such as psychomotricity, rhythm, musicality, sensitivity, artistic expression, etc., based on exercises based on tools such as Contemporary Dance, Dance-Contact, Dance Improvisation and Dance-Theater.

With the Oxiria Foundation, different activities have been carried out with its 40 adolescent students with mental disabilities, including an **Overview** of New York-based on films shot in the city, an Overview of Harry Potter and **classes** on sales, social networks, economics, and customer service to our clients in which 11 Europamundo volunteers have participated, and a total of 40 students from the Oxiria Foundation.

The Europamundo Foundation has also carried out **fundraising campaigns** for natural disasters in some of our operators' countries' Christmas campaigns to collect food, clothing, toys and stories.

Since 2011, we have developed an international volunteering program in 8 countries in Latin America, Africa and Asia, collaborative and training volunteering with socially excluded groups, in addition to the travelling exhibitions carried out with ACNUR and Action against Hunger, the annual presentation of the Foundation at the yearly EMV Convention and contests, galas, and film sponsorships.

We also have to highlight the Ethics Award of the World Tourism Organization in 2018 for the work carried out at the Europamundo Foundation on projects, including Sustainable Tourism among Indigenous and Local Communities. This would not have been possible without the support and collaboration of more than 50 volunteers, company staff, friends, and relatives who throughout each year collaborate with the Foundation, the Board of Trustees with its ten members and the 26 volunteer members of the Foundation that make up the Assessment Commission, as well as the nine volunteers of the Foundation's Dynamization Group created during the Pandemic in 2020.

Every year in December, a campaign is carried out to collect food, women's and children's clothing, and toys distributed among third-sector organisations and soup kitchens, helping more than 500 people.

[https://www.europamundo.com/eng/foundation\\_activities.aspx](https://www.europamundo.com/eng/foundation_activities.aspx)

**As an objective with this SDG, we commit to continuing with the awareness workshops on Thematic Tuesdays, promoting volunteering among our stakeholders and the annual Christmas fundraising campaign.**

## Climate Action

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The phenomenon of climate change has been identified as one of the significant environmental problems of the 21st century. Currently, the consequences of this change caused by the increased concentration of Greenhouse Gases (GHG) in the atmosphere are already being perceived. According to the first instalment of the 6th Report of the United Nations Intergovernmental Panel on Climate Change (IPCC), published in August 2021, there is no room for doubt: climate change is an "unequivocal" reality, and it is expected that global temperature averaged over the next 20 years will meet or exceed 1.5°C warmings.

Europa Mundo Vacaciones (EMV), even though it is aware that its activity is not intensive in greenhouse gas emissions, has been carrying out a study of the emissions generated by our activity since 2016.

## Quantifiable commitment

### CLIMATE ACTION

The sustainability of the planet is essential to EMV. We think that climate change directly impacts tourism, just as tourism has a direct effect on climate change. For this reason, we carry out a series of actions and initiatives in the fight against climate change. Annually, we make a report with the measurements of the Company's CO2 emissions and their subsequent compensation.

In 2021, CO2 emissions decreased by -38.59% compared to 2020, due to the COVID 19 Pandemic and the paralysis of the economy, of the sectors and



in particular ours and the paralysis since March 2020 EMV. The total emissions generated have been 333.21 tCO2e.

The emissions obtained considering all the data extracted from the information provided by the different departments of Europamundo and about the emission factors identified in the previous section are summarised in the following tables:

Alcance GEI	Emisiones CO2 2021 ( tCO2e)	%
Alcance 1	0	0,00%
Alcance 2 (Consumo de electricidad)	0,68	0,20%
Alcance 3 (Desplazamientos profesionales en avión, tren, bus/coche consumo de papel y agua, residuos, autobuses fletados y uso digital)	332,53	99,80%
Total emisiones	333,21	100%

Emission source	Emisiones CO2 2019 ( tCO2e)	Emisiones CO2 2020 ( tCO2e)	Emisiones CO2 2021 ( tCO2e)	Variations 2019/2020 tCO2e	% Variations 2020/2021 tCO2e	Variations 2020/2021 tCO2e	% Variations 2020/2021 tCO2e
Electricidad	21,101	1,79	0,68	-19,311	-91,52%	-1,11	-62,01%
Consumo de papel	383,54	50,36	0,62	-313,18	-86,15%	-49,74	-98,77%
Despl. Prof. Avión	736,89	134,82	90,27	-601,87	-81,70%	-44,55	-42,71%
Despl. Prof. Tren	4,37	0,64	0,52	-3,73	-85,35%	-0,12	-18,75%
Despl. Prof. Bus/coche	0,56	0,06	0,09	-0,5	-88,20%	0,03	56,00%
Consumo de agua	1,33	0,48	0,1	-0,85	-63,91%	-0,38	-79,17%
Producción de residuos	3,19	0,29	0,13	-2,9	-90,91%	-0,16	-55,17%
Autobuses (rutas)	2637,58	354,18	279,81	-2283,4	-86,57%	-74,27	-26,67%
Uso digital			0,89			0,89	
Total	3768,381	542,62	333,21	-3225,741	-85,60%	-209,41	-38,59%
Evolución por fuente de emisión de los últimos 3 años							

From this analysis, it can be concluded that, as in previous years, the most significant contribution to the total GHG for EMV activity, with 84% of emissions, are the emissions derived from the different routes chartered by EMV, followed by far by professional travel by plane (15%). All other emission sources are not relevant as they do not even reach a tCO2.

**EMV's objective is to be CO2 neutral by offsetting them and reducing emissions by promoting alternative transport, such as bicycles electric scooters. We provide free parking spaces to EMV workers who come to work in this means of transportation.**

In our facilities in Madrid, we have contracted green energy, and we use LED bulbs.

EMV is concerned with reducing 70% of CO2 emissions from buses through the most efficient

model on the market, the Euro 6. The search for the reduction of the environmental footprint has led us to carry out energy audits every 4 years, to achieve energy efficiency, the last one was carried out in 2020. In addition, it uses the services of an energy consultancy to implement measures to reduce electric consumption.

Peace, justice and strong institutions



Action/Project

Quantifiable commitment

**PEACE, JUSTICE AND SOLID INSTITUTIONS**

EMV believes in diversity and tourism as a way to know, understand, and learn from other cultures. We also promote tourism to contribute to peace, justice, coexistence, tolerance and respect for the different people who inhabit the planet. Our buses and circuits are from places where people of different nationalities and cultures share experiences and are at the same time a vehicle for peace, diversity and coexistence. Our passengers are from 46 other races. Our client-operators are from 57 nationalities. Our destinations are a total of 69 countries on five continents.

Through one of our circuits, we carried out a "Words for Peace" pilot experience in Jordan. A symbolic moment to show that peace, coexistence and tolerance are possible. In an Orthodox Christian temple, the Church of Saint Sergius near Ajlun, we

arrived with our passengers from all continents and religions, nine representatives of each of the religions such as Catholic, Orthodox, Maronite, Shiite, Sunni, Buddhist, Zoroastrian, Protestant, Hindu, spoke a few words for peace. Also, the Pope, in Arabic, pronounces a prayer for peace. And why in Jordan? It is a country that borders Israel, Palestine and Syria, and that welcomes more than 1.5 million refugees. The Sunni Muslims, Shiites, Orthodox Christians, Druze, etc. have always lived together in these lands. Here too, coexistence and tolerance are possible.

**Our commitment to this SDG is that at least in 2022, 500 people have access to justice, practical, responsible and inclusive institutions. For this reason, we work with a project of 300 Women Victims of Gender Violence, a comprehensive self-protection and self-defence project with workshops of the National Police Corps, Consulting to guarantee access to levels of well-being and social integration, job search, through different public agencies, and in addition to legal defence in all legal processes, such as separation, child custody, evictions, protection against the harasser.**

In addition, we are working on a health project with ethnic groups in the Bolivian Amazon. It is a comprehensive project where the census is reviewed with the registration of new births; gender equality campaigns are carried out, committees are formed with the populations visited by the health brigades trying to solve the communication and information problems detected in areas of difficult access for a population of around 3,000 people.

We are firm defenders of what we call "the other travellers", people who travel without resources, homeless, due to force majeure, in complete weakness and insecurity. And that is why since 2014, we have supported UNHCR in refugee camps in Lebanon, Jordan, Kenya and Colombia.

With Fundación Europamundo, we have an Emergency Fund for situations of natural disasters, famines or refugees in which a little help is essential for survival, with actions in the Sahel, the Horn of

Africa and the Middle East.  
<https://www.accioncontraelhambre.org/es/te-contamos/actualidad/fundacion-europamundo-contribuye-nuestro-fondo-de-empresas-para-emergencias>

Partnerships for the goals



**Quantifiable commitment**

## **PARTNERSHIPS TO ACHIEVE OBJECTIVES**

Europamundo has developed in recent years an associative fabric with National and International Organizations and Entities such as the World Tourism Organization within its Area of Social Responsibility and Ethics, and its Area of International Cooperation, such as the Spanish Network of the Global Compact, the Association Organization of Tourism (ETOA), the World Travel & Tourism Council (WTTC) and the signing of the UNWTO Code of Ethics.

Noteworthy this year is the adherence to the Global Initiative on Plastics for Tourism promoted by the UNWTO. In 2021, EMV did not sign the UNWTO Code of Ethics, not being able to meet our goal of promoting the signing of at least two operators a year. We have joined a Responsible Company Platform in Spain to the Working Group organised by the Madrid City Council on Gender Equality and Co-responsibility "Madrid Corresponsables". Finally, we have adhered to the "Glasgow Declaration Climate Action in Tourism".

We set a goal of signing or joining at least two initiatives in 2022.





This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.







Photo by Alisha Kukreja



Photo by Pablo Yuji - Noruega



# CORRELATION SDG, GRI AND ASPECTS MATERIAL

## Correlations

### Goals (SDG)

### GRI

### Material Aspect

5 GENDER  
EQUALITY



5.1 End all forms of discrimination against all women and girls around the world

202-1, 401-1, 401-2, 404-1, 404-3, 405-1, 405-2, 406-1

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual exploitation and other types of exploitation

414-1, 414-2

5.4 Recognize and value unpaid care and domestic work through public services, infrastructure and social protection policies, and promoting shared responsibility in the home and family, as appropriate in each country

201-1, 203-2

5.5 Ensure the full and effective participation of women and equal opportunities for leadership at all decision-making levels in political, economic and public life

102-22, 102-24, 405-1

Diversity and equality policy

8 DECENT WORK AND  
ECONOMIC GROWTH



8.1 Maintain economic growth per capita in accordance with national circumstances and, in particular, a growth in gross domestic product of at least 7% per year in the least developed countries

201-1

8.2 Achieve higher levels of economic productivity through diversification, technological modernization and innovation, including by focusing on sectors with high added value and intensive use of labor

203-2

8.3 Promote development-oriented policies that support productive activities, the creation of decent jobs, entrepreneurship, creativity and innovation.

203-2

8.4 Progressively improve, by 2030, the efficient production and consumption of global resources and seek to decouple economic growth from environmental degradation.

301-1, 301-2, 302-1, 302-2, 302-3, 302-4, 302-5

8.5 By 2030, achieve full and productive employment and decent work for all women and men, including youth and people with disabilities, as well as equal pay for work of equal value

8.6 By 2020, considerably reduce the proportion of young people who are not employed and do not study or receive training

401-1





8.7 Take immediate and effective measures to eradicate forced labor, end contemporary forms of slavery and human trafficking, and ensure the prohibition and elimination of the worst forms of child labor.

408-1, 408-2

8.8 Protect labor rights and promote a safe and secure work environment for all workers, including migrant workers, in particular migrant women and people in precarious employment

Emotional Salary, Human Capital Development, Safety and Health



<b>10</b> REDUCED INEQUALITIES 	10.1 By 2030, progressively achieve and maintain 203-2 income growth of the poorest 40% of the population at a rate above the national average	
	10.2 By 2030, empower and promote the social, 405-2 economic and political inclusion of all people, regardless of their age, sex, disability, race, ethnicity, origin, religion or economic situation or other condition	
	10.b Promote official development assistance and 203-2 financial flows, including foreign direct investment, for States with the greatest needs, particularly the least developed countries.	Local Communities, Diversity and Equality Policy and Emotional Salary
<b>13</b> CLIMATE ACTION 	13.1 Strengthen resilience and adaptive capacity 302-1, 302-2, 302-3, 302-5, 305-1, 305-2, 305-3, 305-4, 305-5 to climate-related risks and natural disasters in all countries	CO2 emissions and their compensation
	13.2 Incorporate climate change measures into 302-1, 302-2, 302-3, 302-5, 305-1, 305-2, 305-3, 305-4, 305-5 national policies, strategies and plans	Waste Management and Energy Efficiency
<b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS 	16.1 Significantly reduce all forms of violence and 410-1, 414-1 corresponding death rates worldwide	
	16.2 End child abuse, exploitation, trafficking and 408-1 all forms of violence and torture against children	
	16.3 Promote the rule of law at the national and 102-16, 102-17, 412-1, 304-2, 413-1, 413-2 international levels and guarantee equal access to justice for all	
	16.5 Significantly reduce corruption and bribery in 413-2 all its forms	Human capital development, Safety and health, Diversity and equality policy, Local communities and socio-economic impact
	16.6 Create effective and transparent accountable 120-23, 102-28 institutions at all levels	
	16.7 Guarantee the adoption at all levels of 102-21, 102-22, 102-24, 102-29, 102-35 inclusive, participatory and representative decisions that respond to needs	
	16.10 Guarantee public access to information and 102-44 protect fundamental freedoms, in accordance with national laws and international agreements	
	16.b Promote and apply non-discriminatory laws 406-1 and policies in favor of sustainable development	
<b>17</b> PARTNERSHIPS FOR THE GOALS 	17.3 Mobilize additional financial resources from 203-2 multiple sources for developing countries	Communities local and socioeconomic impact

## **OUTREACH CAMPAIGN ON SUSTAINABLE DEVELOPMENT GOALS.**

From November 2020 to September 2021, Europamundo's Corporate Social Responsibility department has carried out a campaign to raise awareness and disseminate information about the Sustainable Development Goals, the so-called SDGs, among our stakeholders, such as staff, customers and civil society.

The 2030 Agenda of the SDGs is an international commitment to address social, economic and environmental challenges. It has 5 main lines of action: Planet, Prosperity, Peace, People and Partnerships, with 17 Goals and 169 Targets, and Europamundo works mainly on 6 of them:

SDG 5 Gender Equality, SDG 8 Decent Work and Economic Growth, SDG 10 Reducing Inequalities, SDG 13 Climate Action, SDG 16 Peace, Justice and Strong Institutions and SDG 17 Partnerships to Achieve the Goals.

Throughout these 11 months, 18 videos have been produced, 17 SDG videos and a final video summarising all of them. The link to each of them is attached:

**SDG 1, End Poverty: [SDG 1.mp4](#)**

**SDG 2, Zero Hunger: [SDG 2.mp4](#)**

**SDG 3, Health and Well-being: [SDG 3.mp4](#)**

**SDG 4, Quality Education: [SDG 4.mp4](#)**

**SDG 5 (PRIORITY), Gender Equality: [SDG 5.mp4](#)**

**SDG 6, Clean Water and Sanitation: [SDG 6.mp4](#)**

**SDG 7, Affordable and Clean Energy: [SDG 7.mp4](#)**

**SDG 8 (PRIORITY), Decent Work and Economic Growth: [SDG 8.mp4](#)**

**SDG 9, Industry Innovation Infrastructure: [SDG 9.mp4](#)**

**SDG 10, (PRIORITY), Reducing Inequalities: [SDG 10.mp4](#)**

**SDG 11, Sustainable Cities and Communities: [SDG 11.mp4](#)**

**SDG 12, Responsible Consumption and Production: [SDG 12.mp4](#)**

**SDG 13 (PRIORITY), Climate Action: [SDG 13.mp4](#)**

**SDG 14, Underwater Life: [SDG 14.mp4](#)**

**SDG 15, Life of Terrestrial Ecosystems: [SDG 15.mp4](#)**

**SDG 16, (PRIORITY), Peace, Justice and strong institutions. [SDG 16.mp4](#)**

**WTTTC conference in Quintana Roo last April:**

**<https://regional.ladevi.info/luis-garcia/luis-garcia-estemos-orgullosos-somos-mensajeros-paz-n30316>**

**SDG 17, (PRIORITY), Partnerships to achieve the goals: [SDG 17.mp4](#)**





## 1.6.4. BUSINESS ETHICS AND INTEGRITY

### a) Ethics and integrity.

"Big dreams should not remain just that, we must do our best to turn them into realities, to fight for them, and with your help we are achieving them. We are a company that sells not only trips but also EXPERIENCES. Imagine that there are no borders, how nice it would be to be able to add up all our differences instead of being divided by them".

At EMV, we create responsible tourism. We aim to transmit the importance of valuing and caring for our environment, the land surrounding us, different cultures, different ways of facing life. All these thanks to the workers who make it possible to transport a great added value to the clients, the passion for travelling.

### OUR MISSION

Our mission is to create experiences for our clients in their trips to get to know different cultures through flexible circuits, with the best value for money.

### OUR PRINCIPLES

The company's stated principles are:

- a) We are all Europamundo, and therefore each one of us is the main asset of the company.
- b) We do our work efficiently, responsibly and quickly, adapting to changes.
- c) We seek personal satisfaction and that of our clients.
- d) Our behaviour and our image must reflect the seriousness and professionalism of our Team.

EMV travellers have included a questionnaire in their My Trip webspace that allows them to voluntarily rate each and every one of the services enjoyed during their trip. The results are fed into our online system providing statistics in a comprehensive report accessible in real-time by our operators in different countries. Each operator can only access his report with the latest, fully updated data so that he can control the quality of our services at all times from the point of view of the interested party, the traveller.

See the results of the survey in point 3.3. Relationship with stakeholders. Clientele. Customer satisfaction, page 99.

And those reflected in our Code of Ethics:

[https://www.cloud-europamundo.com/files/2021\\_06/EUROPAMUNDO\\_ETHICAL\\_CODE.pdf](https://www.cloud-europamundo.com/files/2021_06/EUROPAMUNDO_ETHICAL_CODE.pdf)

Practice Manual:

[https://www.cloud-europamundo.com/files/2021\\_07/GOOD\\_PRACTICES\\_MANUAL\\_OF\\_EUROPA\\_MUNDO\\_VACACIONES.pdf](https://www.cloud-europamundo.com/files/2021_07/GOOD_PRACTICES_MANUAL_OF_EUROPA_MUNDO_VACACIONES.pdf)

- **RESPECT.**

Europa Mundo Vacaciones respects the local cultures of each community and country in which it operates or the countries of origin of its passengers, adopting a committed attitude and trying to contribute to the socio-economic development of these places and the knowledge of their cultures.

EMV takes respect for people and their dignity as a fundamental value and subscribes in its entirety to the declarations and agreements described in the Performance Criteria of its Code of Ethics point a) Respect for the legality, human rights and ethical values.

- **DIVERSITY AND EQUALITY.**

Europa World Holidays attaches great importance to diversity and multiculturalism; it reflects the globalized world and endows the Organization with specific and unique characteristics, which undoubtedly enriches the working environment but which, due to their evasion, require a particular approach.

This cultural diversity within the company implies different customs, visions and perspectives. There is mutual understanding, collaboration and continuous learning, bridging the gap between people who may initially seem distant from each other.

Europamundo is collaborating in the DIVEM project of the social Organization Accem, which aims to properly manage diversity in the workplace by highlighting the role of companies as agents of change and transformation towards more sustainable societies and directly influencing the achievement of the Sustainable Development Goals.

The value of diversity



<https://divem.accem.es/>

Therefore, an environment free from all forms of discrimination and harassment must be maintained.

EMV has developed a Working Group on Mediation and Harassment at Work and a specific protocol:

[https://www.cloud-europamundo.com/files/2021\\_07/PROTOCOL\\_FOR\\_THE\\_PREVENTION\\_AND\\_THE\\_ACTION\\_AGAINST\\_WORKPLACE\\_HARASSMENT.pdf](https://www.cloud-europamundo.com/files/2021_07/PROTOCOL_FOR_THE_PREVENTION_AND_THE_ACTION_AGAINST_WORKPLACE_HARASSMENT.pdf)

On 22 March 2007, Organic Law 3/2007, known as the "Equality Law", and Royal Decree-Law 6/2019, of 1 March, on urgent measures to guarantee equal treatment and opportunities between women and men in employment and occupation, which includes aspects of relevance for companies, were passed.

In parallel to this fact, EMV is aware that incorporating women into the labour market in recent decades implies the need for a new approach in Human Resources policy.

To enable the principle of equal opportunities between women and men to be applied in practice.

It "firmly believes that women and men are equal in human dignity, rights and duties, and is committed to the realization of the right to equal treatment and equal opportunities for women and men, in particular through the elimination of discrimination against women, whatever their circumstances or status".

As a result of this commitment, in November 2017, the Diagnostic Report of the Equality Plan according to the Organic Law 3/2007 of 22 March and an action plan with 5 measures to increase the Organization's sensitivity to gender issues were drawn up.

[https://www.europamundo.com/rse\\_igualdad.aspx](https://www.europamundo.com/rse_igualdad.aspx)

In 2020 a revision of the Equality Plan was carried out, adapted to Royal Decree-Law 6/2019, although with the new Royal Decree 902/2020 of 13 October on equal pay for women and men, and Royal Decree 901/2020 of 13 October, which regulates equality plans and their registration and amends Royal Decree 713/2010 of 28 May. In 2021 a new Equality Plan for the period 2022 - 2026 was being drawn up. According to the criteria, the third equality plan is followed by Royal Decrees 901 and 902. We expect it to be completed in spring 2022.

[https://www.cloud-europamundo.com/files/2021\\_07/GENDER\\_EQUALITY\\_PLAN.pdf](https://www.cloud-europamundo.com/files/2021_07/GENDER_EQUALITY_PLAN.pdf)

This new Royal Decree on equal pay facilitates the identification of pay discrimination through a set of transparency instruments: a register with information disaggregated by sex, professional classification and type of payment; a company audit that includes job evaluation and a plan to correct inequalities; and a job evaluation system that respects the principle of equal pay for jobs of similar value.

The Spanish Global Compact Network has a WEP tool to calculate the level of Gender Equality in the company. The one carried out by EMV in August 2021 gave a score of 55%, representing advanced level, with a 1% increase compared to 2020.



**Gender business tool  
WEP**

**Gender equality in  
Europamundo:**

**55% Advanced level**



[https://www.cloud-europamundo.com/files/2020\\_07/INFORME\\_DE\\_GENERO\\_DE\\_EMV.pdf](https://www.cloud-europamundo.com/files/2020_07/INFORME_DE_GENERO_DE_EMV.pdf)

SDG 5, Gender Equality, is one of the priority SDGs for EMV.

As part of our Equality Plan, Europamundo is developing initiatives such as those of the UNGC (United Nations Global Compact) to voice our leading female colleagues in the company, such as Marisol Amo, Director of the Guides Department and linked to the company since its beginnings.

**TARGET GENDER EQUALITY**

**Target Gender Equality - When She Leads**

"Como sociedad y como empresa tenemos la responsabilidad de promover la igualdad de género y el empoderamiento de la mujer."

**Marisol Amo** - Europa Mundo Vacaciones - Spain

son comandos de forma sencilla, una idea, o el apoyo de una líder, y personas que confían a leer a esta profesional, nos tenemos que renovar a temas de género de negocios al mundo, a la acción, "la revista mujerista", la revista de 500 mujeres, interesantes, únicos.

comercio de Marisol Amo en Mundo Vacaciones, en 1990 en Viajes Universal con 38 años, en año actual 2020. Su primer trabajo fue de guía en un hotel en uno de los países de lo que hoy es Ecuador, con más de 150 profesionales, a su vez

**¡ENHORABUENA, MARISOL!** Europamundo



<https://www.unglobalcompact.org/library/5893>

- **TRANSPARENCY.**

Transparency is a fundamental principle for customers, shareholders, suppliers and society in general, generating a climate of trust in EMV's business activity.

EMV is committed to providing its customers with complete and accurate information to carry out its activities, making relevant financial and corporate data available to shareholders, and contracting suppliers in a framework of free competition.

We have been on the European Community Transparency Register since 2016:

[https://ec.europa.eu/info/about-european-commission/service-standards-and-principles/transparency/transparency-register\\_en](https://ec.europa.eu/info/about-european-commission/service-standards-and-principles/transparency/transparency-register_en)

The transparency register is a database of organisations that seek to influence the legislative and policy implementation process of the EU institutions. The record makes visible what interests are being pursued, by whom and with what budget. In this way, the register makes public scrutiny possible, giving citizens and other interest groups the possibility to monitor lobbying activities.

- **PROFESSIONALISM.**

Excellence is one of EMV's core values, placing the satisfaction of customers, suppliers and staff at the heart of our business.

EMV's actions with its stakeholders in general and with its employees are based on honesty and professional responsibility, creating value for the environment in which it operates and its customers.

EMV values the ability and contribution of each of its employees and the values and principles that motivate them.

Launching the 2021-2022 season



- **CONFIDENTIALITY.**

EMV must protect each of its stakeholders' personal and private information, with special emphasis on customers, staff, shareholders, and suppliers.

The personal information requested must be adequate and relevant to the purpose requested.

The information received must be safeguarded and only used for the purpose for which it was transmitted, respecting the rights of access, rectification, cancellation and opposition, all following the regulations in force in this area and the internal rules on the processing and confidentiality of personal data.

EMV follows the criteria of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons concerning the processing of their data and the free movement of such data, and supplement its provisions, and our Organic Law 3/2018 of 5 December on the Protection of Personal Data and guarantee of digital rights and its latest amendment of 25 June 2019.

- **SOCIAL RESPONSIBILITY.**

In the development of our activity, we must consider the economic benefit and the social and environmental benefit, which are called the 3 "p's", Profit, Planet, People.

This implies that the company has to be sustainable from an environmental point of view (Planet), it has to be sustainable from the point of view of its interrelation with society and how it approaches its human relations both with its external stakeholders: customers, suppliers, and with its internal stakeholders: employees, close collaborators, partners (People), and it has to be sustainable from an economic point of view (Profit), achieving sufficient and stable profits in the long term to guarantee the continuity and development of its activity.

EMV, through its Foundation, is a partner of the World Tourism Organization's ST- EP program and is committed to financing projects to alleviate poverty through sustainable and responsible tourism, promoting dialogue and interculturality.

In addition, since 2016, it has had its own Corporate Social Responsibility department that oversees the social development that EMV's actions generate in the environment, respect for the labor rights of EMV staff, the environmental impact of its activities and services, and compliance with current legislation in Spain and international law.

- **DIALOGUE AND INTERCULTURALITY.**

For EMV, dialogue and the socio-cultural authenticity of the communities in which it operates and in the communities of origin of the passengers and its clientele is a fundamental principle, which is why it will value very positively all those experiences, activities and projects that the Europamundo Foundation and EMV carry out, to bring dialogue, their cultures, their customs, their uses to all stakeholders and especially to all EMV staff, guides and collaborators for their direct contact, to create a more tolerant, diverse and sustainable world.

At Europamundo, we understand that the tourism sector in which we are involved is a factor of tolerance, diversity, peace, justice, sustainability and fundamental in achieving SDG 16, Peace, Justice and Strong Institutions, being one of our priority SDGs.

## OUR VALUES

We want to share with you the values that are always present in Europamundo:

**Customer focus.** We meet customer needs in a way that meets their expectations, demonstrating a passion for improving service and a commitment to continuous improvement.

**Responsibility.** We are the most extensive circuit operator in the Latin American market, which gives us great responsibility. In addition, the company's General Management has the responsibility to lead its work teams by involving them in the EMV project and transmitting its values.

**Creativity.** Europa Mundo has a great capacity to identify, develop and apply innovative approaches to day-to-day situations and problems in its field of responsibility towards its clients and employees.

**R+D.** Over the last few years, Europa Mundo has developed a cutting-edge ONLINE system, one of the most advanced sectors, incorporating advanced telephone systems for its 525 guides. This R&D development facilitates sales to improve service quality, information, and internal coordination.

**Commitment.** At Europa Mundo, enthusiasm drives us to give the best of ourselves to others fulfil the dreams of our employees and customers, making them the protagonists of the Organization's business challenge. It involves: listening, sharing, helping others, collaborating actively and acquiring the highest level of commitment to contribute effectively to the objectives and results of the Organization.

**Flexibility.** We take on new processes, situations, trends or resources practically and positively. Our ability to adapt in different situations and with other people and cultures enriches us personally and professionally.

**Listening.** It is important to highlight our willingness and ability to receive and understand any information that our stakeholders, employees, customers, representatives, and travel agencies transmit. Europa Mundo creates "community", we like to listen to them. For this reason, we make the necessary technological tools to get closer to their needs.

## OUR OBJECTIVES.

Within EMV's philosophy, its objective is the need to work as a team, the sum of all, and the importance of each person, listening to their suggestions, receiving their ideas, and discussing their points of view. There is a clear need to work with our stakeholders, distributors, suppliers, travel agents, staff. It is essential to establish links with travelers to share their impressions, photographs, and travel experiences through their e-mails, our blog, and our social networks.

Success lies in the level of commitment or "engagement" of your staff 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, and absorbing the company's values in their day-to-day work.



At the moment, EMV's teams are made up of different generations, and the real challenge is to keep them all engaged and motivated.

Generations value things differently. Incentives are becoming less universal and more based not only on age but also on employee profiles.

**b) Advisory mechanisms and ethical concerns.**

Europa Mundo Vacaciones provides the necessary means for Stakeholders to seek advice on the Organisation's ethical and legal conduct and integrity.

Communication can occur at different levels depending on whether the mechanisms are internal or external.

Externally through the Corporate Social Responsibility Department: [rse@europamundo.com](mailto:rse@europamundo.com), and internally through three Working Groups with a certain degree of independence that monitor, supervise and execute the principles of the Code of Ethics and the Good Practices Manual of the Organization, such as the Good Practices Committee and the Mediation and Harassment Protocol, and the Equality Commission:

- [rse@europamundo.com](mailto:rse@europamundo.com)
- [https://www.europamundo.com/rsc\\_comite.aspx](https://www.europamundo.com/rsc_comite.aspx)
- [https://www.europamundo.com/rse\\_mediacion.aspx](https://www.europamundo.com/rse_mediacion.aspx)
- [https://www.europamundo.com/rse\\_igualdad.aspx](https://www.europamundo.com/rse_igualdad.aspx)
- <https://www.europamundo.com/rsc.aspx>

Throughout 2020 from the COVID Pandemic<sup>19</sup>, specific working groups have emerged as described on page 28 as advisory mechanisms, which continues throughout 2021, albeit with less workload.

- Workload: [cargadetrabajo@europamundo.com](mailto:cargadetrabajo@europamundo.com)
- Internal measurements: [medidasylplandeactuacion@europamundo.com](mailto:medidasylplandeactuacion@europamundo.com)
- Information and monitoring: [informacionyseguimiento@europamundo.com](mailto:informacionyseguimiento@europamundo.com)
- Alternative routes: [rutasalternativas@europamundo.com](mailto:rutasalternativas@europamundo.com)
- Modification of Reservations: [modificaciondereservas@europamundo.com](mailto:modificaciondereservas@europamundo.com)
- Circuit closures and monitoring of occupancy: [cierredeocupacion@europamundo.com](mailto:cierredeocupacion@europamundo.com)
- Cancellation fees: [gastosdecancelacion@europamundo.com](mailto:gastosdecancelacion@europamundo.com)



**Our travelers**

#### 1.6.5. "Q" for Tourism Quality.

The Q for Tourism Quality guarantee mark of the Spanish Institute for Tourism Quality (ICTE) is a Spanish mark of recognized prestige aimed at the voluntary certification of tourism services. A tourism organization obtains the Q for Tourism Quality when it evidences compliance with the technical requirements dictated by its corresponding standard. The Organization must implement a management system oriented towards customer service and continuous improvement.

In July 2019, EMV passed a strict audit that ensures that its service provision guarantees quality, safety and professionalism. All this is to provide customers with the best possible tourist experience. The Spanish Institute for Tourism Quality issued a certificate delivered at the event organized during the Fitur 2020 week at the Palacio de Cibeles.

The certificate, which runs for three years and is valid until September 2022, recognizes the tour operator's focus on quality as one of the cornerstones of its business. Although the ICTE requires an annual audit every year, EMV passed the audit in September 2021 with the company OCA Global without any incident.

**TOURIST QUALITY**



<http://www.calidadturistica.es/>

### 1.6.6. Museum of Tourism, a participatory museum.

In January 2020, Europamundo opened room 25 of the Museum of Tourism at its headquarters.

The Europamundo room consists of four sections in which visitors can observe the history of tourism, the history of other tourism companies, the history of JTB and finally, in the fourth showcase, the history of Europamundo from its early years, when in 1997 Luis García founded it from the spin-off of Mundo Joven.

[https://www.agenttravel.es/noticia-036743\\_Europamundo-inaugura-en-su-sede-la-sala-25-del-Museo-de-Turismo.html](https://www.agenttravel.es/noticia-036743_Europamundo-inaugura-en-su-sede-la-sala-25-del-Museo-de-Turismo.html)

The aim of this museum is that most people from different countries participate and that all their testimonies come together in an international, non-profit museum of tourism history. This is why the Museum of Tourism is eminently participatory. You can collaborate in different ways: promoting the opening of a new room, sending photographic material, writing in blogs that can be disseminated on the museum's social networks, donating material for the rooms, sharing *posts* on its social networks, sending information about any news related to the history of tourism, helping to raise awareness about this sector, etc.

The Tourism Museum can be visited virtually on its [website](#) and social networks ([Facebook](#) is in 12 languages: Spanish, English, French, Italian, Portuguese, German, Dutch, Czech, Russian, Japanese, Hindi and Chinese), where there are exhibitions, images of the rooms and information of all kinds.

Between 2020 and 2021, 50 theatres have been opened, bringing 75 in 10 countries, Spain, Italy, Portugal, Argentina, India, Germany, Russia, Brazil, Japan and Mexico.



**Museum of tourism in Europamundo**

<https://themuseumoftourism.org/pdfs/DOSSIER-MoT.pdf>



## 2. Our Team

EMV's philosophy is based on the need to work as a team, as we believe that the sum of everything counts and the opinion of each employee. There is a clear need to work with our stakeholders, including our employees, to establish bonds with travelers.

We know that to achieve the objectives and maximum passenger satisfaction, employee commitment is fundamental. This is why the Organization develops and implements policies and actions that involve, integrate and benefit the EMV team, such as the Diversity and Equality Policy, Emotional Salary and Human Capital Development. The internal mechanisms for monitoring, verification and evaluation are the Human Resources Department (HR) and General Management to a greater extent, and a lesser extent through the Good Practices Committee, Equality Commission, Working Group on Mediation and Workplace Harassment, the CSR Department, and ultimately each of the company's departments.

We take the time to explain in detail what each of the above policies consists of, with specific actions and data on EMV's commitment to diversity and equality in its Team and make them feel integrated and involved with the organization.



### 2.1. Diversity and equality

In terms of diversity, EMV is part of the JTB Group, one of the world's largest travel groups, founded in Japan more than 100 years ago and now has more than 150 companies and over 900 offices in 39 countries around the world. Although EMV was initially a family business, its average sales growth in the last 10 years has been 12.01% per year until 2019. In 2021 the drop in sales had been -95% compared to 2019 and 25% compared to 2020. EMV is the leader in Latin America in Europe tours. Its tours are in the USA, Canada, Mexico, Costa Rica, India and Japan, with 1,000 different tours. With passengers 8.971 in 2021, a -94% drop compared to 2019 and 20% to 2020. Our tours attract passengers from countries 37 on 5 continents, from Latin America, Spain, Portugal, and since 2016 we have added countries such as India, Thailand, Philippines, Malaysia, United States, Jordan and Oceania.

Our company makes its difference in diversity with nationalities 20 among its office staff, 59% female staff and 66% female middle managers, 75% female second-in-command, 83% female area managers, religious beliefs, ethnic background, sexual orientation and disability.

The Madrid office has staff from 20 different nationalities such as Argentina, Brazil, Bulgaria, Chile, China, Colombia, Cuba, India, Denmark, Spain, United States, Italy, Mexico, Paraguay, Peru, Poland, Dominican Republic, Romania, Russia and Venezuela, which gives it a diverse and multicultural approach.

EMV has employees 190 in the Madrid offices and staff stationed in Brazil, Argentina, India, Thailand, Peru and in the main cities of Europe, with a total workforce of 218 people, with an average length of service of 10.37 years average age of 45.21 years and 87.37% permanent jobs in the office staff, and 88.89% in the company.

Gender equality in the company's governing bodies requires deputies to the heads, heads or directors of departments, which Europamundo calls "deputies", and in some departments "area heads".

DISTRIBUTION OF SECONDS AND AREA MANAGERS			
SECONDS	WOMEN	MEN	
UNDER 30	0	0	
BETWEEN 30 AND 50	6	3	
OVER 50	3	0	
TOTAL	9	3	
AREA MANAGERS	WOMEN	MEN	
UNDER 30	0	0	
BETWEEN 30 AND 50	9	2	
OVER 50	1	0	
TOTAL	10	2	

According to the March 2020 Equality Plan Diagnostic Report with 2019 data from the company there is wage equalization between women and men.

[https://www.cloud-europamundo.com/files/2021\\_07/GENDER\\_EQUALITY\\_PLAN.pdf](https://www.cloud-europamundo.com/files/2021_07/GENDER_EQUALITY_PLAN.pdf)

The next diagnostic report of the equality plan that has been started in September 2021 and will be completed by spring 2022.

[https://www.europamundo.com/rse\\_igualdad.aspx](https://www.europamundo.com/rse_igualdad.aspx)

Although due to the pandemic of COVID 19, and the type of contract that has the guide staff with contract for work and service there have been changes with respect to the previous table, with no high in 2021, and the 9 women and 8 men are low.

LOW

HIRING AND DISMISSAL BY AGE		
	WOMEN	MEN
UNDER 30	1	0
BETWEEN 30 AND 5	8	5
OVER 50	0	3
TOTAL	9	8

The total number of employees who have taken parental leave and leaves of absence, by gender and work location is as follows:

MATERNITY/PATERNITY LEAVES		
	WOMEN	MEN
UNDER 30	0	0
BETWEEN 30 AND 5	4	3
OVER 50	0	0
TOTAL	4	3

EXCEDENCES		
	WOMEN	MEN
OFFICE	7	1
GUIDES	0	0
TOTAL	7	1

Each journey  
opens every  
door of your  
heart



**Europamundo**  
VIAJES

**Cada viaje  
abre  
cada puerta  
de tu  
corazón.**

ANÓNIMO

**VENECIA**

FOTO DE KATHERINE, VIAJERA DE EUROPAMUNDO

www.europamundo.com



## **Functional Diversity.**

In our selection processes, we promote the inclusion of people with different abilities, as it is a safe bet to normalize and contribute to creating a more equal and humanitarian society for all. In 2021, following compliance with the General Law on the Rights of People with Disabilities and their Social Inclusion (LGD / Antigua LISMI) in its article 42.1, Europamundo must have a percentage of at least 2% disability. We are at 2.29% taking into account the average staff of the year.

Over the last few years, we have collaborated with some social entities in activities or projects such as the Randstad Foundation, the Juan XXIII Roncalli Foundation, with Innomedix, with the Applied Medical Research Foundation, with the Dravet Syndrome Association and with the Prader Willi Syndrome Association and with the AMC Spain Association, Oxiria Foundation and the Dan Zass Association. In 2021, we collaborated with the Oxiria Foundation with young adolescents with intellectual disabilities and the Dan Zass Association with diverse disabilities.

## **2.2. Emotional salary.**

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 by day.

At the moment, EMV's work teams are composed of different generations, and the real challenge is to keep everyone engaged and motivated.

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

That is why at EMV, we consider that the best way to do this is to consider the needs, the realities, whether personal or professional, from our people through what we call emotional salary.

The emotional salary is a concept associated with an employee's wage. Issues of a NON-salary nature are included, and whose function is to accommodate, accept the various values, adapt processes to the different generations and take advantage of diversity.





Although they do not reach directly into the pocket, these compensations pay into the worker's emotional account.

The more enriching the work environment is, the greater the commitment of employees to the company, causing it to multiply by four, improving productivity and daily coexistence and a positive work environment and climate.

The direct beneficiaries are the EMV staff. Either staff from the Madrid office, coordinators in the main European cities or circuit guides.

The direct beneficiaries are all EMV employees and their relatives indirectly.

The emotional salary has an Emotional Compensation Plan that is articulated around 7 axes of action: labour flexibility, workplace, the 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" seeking the conciliation of individual, family and work life, although throughout 2021 it is inoperative.

## + EMOTIONAL SALARY

### ■ BENEFITS

TIME FLEXIBILITY	WORKPLACE	BALANCE WORK/LIFE	PROFESIONAL DEVELOPMENT	INTEGRATION FEELING OF BELONGING	PROMOTION OF VOLUNTARY WORK AND CSR	OTHER BENEFITS
Schedule Flexibility	Resting room	Permission of accompaniment	Continuous education	Convention and Post-tour	Europamundo Foundation	Birthday gifts
Private life and Labour Conciliation Plan	Vending machines	Maternity/ Paternity leave	Wings Workshops	Employee's manual	Committee of Good Practices	Birth son/dagther and Wedding gift
Telecommuting in some position	Area to practice Yoga	Leave for private medical visit	Health and Prevention week	Europamagazine	Ethical Code	Christmas basket and lottery
Part Time	Ergonomic equipment and material	Compensatory time for working overtime	On the job training	Annual welcome meeting	Corporate Volunteering	Discount on medical insurance
	Kitchen-Dinning area	Medical justification up t 4 hours	Internal mobility program	Regular meetings reporting the evolution of the company	Talks and social – environmental experiences	Payroll advance and loans
	Library of the Foundation		Nominations for new jobs or projects	Recognition of seniority		Processing of contracts to Permanent ones every 2 years
			Study trips			Continuity of personnel during low season

#### • TIME FLEXIBILITY.

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

## • **WORKPLACE.**

The company provides the means for the workers to be comfortable in the workplace and in the time off during the working day, allowing the use of the agency premise facilities for this purpose.

## • **BALANCE LIFE / WORK.**

The balance between working and personal aspects is increasingly demanded by professionals today, a job that balances work, personal and family life.

## • **PROFESSIONAL DEVELOPMENT.**

Due to corporative needs, as an opportunity and incentive for the workers and to share knowledge and skills, workshops, training courses, conferences with professionals from different fields and different learning programs are developed both in our offices in Madrid and as international programs with some of our clients or subsidiary companies of our business group JTB Corporation. Through the Europamundo Academy, the Solidarity Project – Refuge Project through the Report. In 2020, through Zoom, training workshops were developed with the company's staff and Directors of Instagram.

## • **INTEGRATION AND FEELING OF BELONGING.**

It is very enriching for the company to have a peaceful, relaxed, motivating work environment and a positive relationship between colleagues. That is why from the company through the Human Resources department altogether with the Foundation, the CSR Department, the Good Practices Committee, the Equality Commission and the Mediation and Workplace Harassment Working Group, the activities mentioned in the table above, "Emotional Salary", are developed.

Acknowledging the work done increases the feeling of belonging and personal satisfaction.

Observing during a work meeting or corporate event when someone has done an excellent job can be a perfect incentive for the department or person in question to continue striving daily and raise competitiveness. With it, the performance of all the people collaborates in the organization.

## • **PROMOTION OF VOLUNTEERING AND SOCIALLY RESPONSIBLE INVESTMENT.**

EMV, in the development of its Corporate Social Responsibility policy, created in 2016 its own CSR department, which tries to supervise the set of obligations and commitments, legal and ethical, that arise from the impact that the company produces in the social, labour, environmental and human rights fields seeking the maximum benefit of its stakeholders. Through the Europamundo Foundation, international volunteering is developed with 8 programs, collaborative and training volunteering in Spain with social entities with vulnerable groups.

## • **OTHER BENEFITS.**

In addition to all the measures and initiatives mentioned, we have other benefits. Among these, we want to highlight the Conciliation measures, especially the Alares program Europamundo Contigo, with more personal and family assistance in case of different individual needs or illness, although since the Pandemic, in March, the service has been paralyzed until the company returns to regular business.

## Human Capital Development

We seek excellence and continuous improvement of our employees, so EMV is committed to providing the necessary means to contribute to the development and training of its employees and updating their knowledge to promote their professional progress.

EMV develops its training framework through internal initiatives or procedures: the Manual of Good Practices and its Code of Ethics, the HR Department, the CSR Department, and its Foundation.

The EMV team improves its qualification thanks to training and experience through various on-the-job training programs such as the "Functional Versatility" in which anyone during the low season, from November to March, can join other departments doing internships to understand their work and the internal procedures of the company. However, throughout 2020 and 2021, this polyvalence work has not been carried out due to the ERTE in which the employees of the EMV office are included.

During 2021, there has been a lot of training with free or subsidized courses. Still, most of the activity has mainly focused on three large blocks: languages (French, English, Spanish and Japanese), related to tourism such as Reservations, Tourism Protocols, Design of Tourist Offers, Workshops on Destinations, Tourism Marketing and courses corresponding to office activities (Excel, time management, stress management, management skills).

In total, 8,160 hours, a 39% decrease compared to 2020, but a total of 256 people with a proportion of 84% women compared to 16% men in 96 own training actions and 17 training actions of the JTB Group.

The average training hours per employee was of 37.43 hours in 2021.

During 2020 and 2021, EMV has not carried out periodic performance evaluations, although, with the new Royal Decree 901 and 902/2020 of October 13th on pay equity between women and men, an audit of the company must be carried out that includes the job evaluation and a plan to correct inequalities; and a job valuation system that respects the principle of equal remuneration for positions of similar value. With EMV's new equality plan, which began in 2021 and will be completed in the spring of 2022, this regulation will be taken over.

**From July 15**  
**Europamundo**  
**"OPERATES ALL ITS**  
**CIRCUITS"**



## 2.4 Institutional presence and media

### NEWSPAPER LIBRARY.

<https://regional.ladevi.info/europamundo>

<https://agenttravel.es/Hemeroteca.html?fechaini=&fechafin=&palabrasm=europamundo>

<https://gacetadelturismo.com/?s=europamundo>

<https://www.preferente.com/?s=europamundo&submit=>



[https://youtu.be/PCCI\\_nDt5I4](https://youtu.be/PCCI_nDt5I4)



## 3. Society and Human Rights

### 3.1. Health & Safety

Significant operational changes that affect the company organizational structure and that can significantly affect the staff members are carried out under the supervision of the Committee of Good Practices, Human Resources and Management. In general, they are carried out in advance. In many cases, the employees themselves manage these changes. Therefore, the workers' opinions are taken into account when making the concrete decisions and thus mitigate the adverse effects of the changes.

In EMV, there is an Emergency and First Aid team composed of 10 women and two men, aiming to continue working and improving over time. Safety and health issues are discussed in the company.

In EMV, there are two types of staff, the office employees and the guides who conduct the circuits designed by the company, and their principal place of work is the bus. There has been no hiring of guides in EMV because there have been no circuits due to the paralysis of the sector and the company. But during 2021, from January to May.

The types of accidents and the rate of lost days due to work accidents or occupational disease for all employees, disaggregated by sex and place:

	WORK ACCIDENT OR OCCUPATIONAL DISEASE			
	DISEASE		ACCIDENT	
	WOMEN	MEN	WOMEN	MEN
OFFICE	9	4	0	0
GUIDES	0	1	0	0
TOTAL	9	5	0	0

**Work Accidents:** Average number of days lost: 0.

#### Occupational disease:

The average number of days lost: 75, 30.21% of the entire company.

In EMV, there are no work activities with high incidence or high risk of certain diseases. The diseases produced are sick leave, and occupational accidents with low percentages considering the total number of employees and total worked hours.

Health and safety issues dealt with by informal unions do not apply because the company does not have any work council. Therefore, there is no union relationship, although there is always the Good Practices Committee and the Emergency Team to watch over and supervise incidents and deal with the health and safety issues necessary for employees.

## 3.2. Local communities and socio-economic impact

### a) Local Communities.

The Europamundo Foundation will be ten years old in 2021. It has carried out 177 projects in 30 countries during these ten years, collaborating with 60 NGOs and benefiting 260,000 people. In 2021, no projects were carried out through the Annual Call for Projects. However, the Europamundo Foundation did carry out its own Solidarity Fund - Shelter Fund project to support guide staff, the group of Europamundo workers most affected by the Pandemic.

The projects carried out by the Europamundo Foundation have not caused significant actual and potential negative impacts on the local communities where it operates, but on the contrary, have contributed significantly to regional development and indigenous communities.

The aim for the coming years, once the covid 19 pandemic is over, is to continue to increase the number of beneficiaries through the Foundation's annual projects.

[https://www.europamundo.com/eng/foundation\\_activities.aspx](https://www.europamundo.com/eng/foundation_activities.aspx)

### **VOLUNTEERING**

Through the promotion of volunteering, we give all EMV's stakeholders, and especially its employees, the opportunity to learn first-hand about the Foundation's activities both nationally and internationally. At the same time, the annual visit to the projects serves as an on-site evaluation of their results. The aim is to continue promoting the participation of our stakeholders in the different volunteer programmes offered by EMV.

### **INTERNATIONAL VOLUNTEERING.**

In 2021, due to the COVID19 Pandemic and restrictions in all world countries, it was impossible to volunteer internationally in any of our eight programmes in Asia, Africa or Latin America.

The eight international volunteer programmes are:

In Africa, in northwest Kenya in Turkana, a health project with the Emalaikat Foundation, and in Senegal in Faoye, Badian and Seleki with ecotourism camps managed by the NGO Campamentos Solidarios, and in the High Atlas Mountains with a volunteer health project with the NGO Pasos Cooperación.



### **Pasos Cooperación - Volunteering in the Moroccan Middle-High Atlas Mountains**

In Asia, in Nala (Nepal) with a school for 120 children with the NGO Amavida, and Calcutta in India with a training and personal development project for young people with the NGO Lights of Hope.

And in Latin America, the health volunteers project in the Beni region of the Bolivian Amazon jungle, the Waorani women's project in the Ecuadorian Amazon jungle, and the Comparte Foundation in San Miguel de Tucuman Argentina with the NGO Crecer Juntos (Growing Together).

### **CORPORATE VOLUNTEERING.**

One of the awareness-raising activities of the Europamundo Foundation in which EMV professionals collaborate is volunteering with various socially excluded groups:

- Homeless people with the NGO Solidarios para el Desarrollo and often with family and friends of EMV colleagues and friends of EMV colleagues often participate. With direct participation in 2021 of 5 colleagues doing routes in Madrid.
- People with functional diversity (physical, mental and/or sensory disabilities) aged from 3 years to adulthood. From 3 years old to adulthood with the NGO Dan Zass, which in 2021 held a dance workshop.
- With the Oxiria Foundation, different activities have been carried out with its 40 teenage students with mental disabilities, including a Panorama on New York-based on films shot in the city, a Panorama on Harry Potter and classes on sales, social networks, economics and customer service in which 11 Europamundo volunteers have participated.
- Thematic Tuesdays organised by the Europamundo Foundation aims to bring the world of NGOs closer to our stakeholders through monthly talks in which the Dalma Foundation,

Oxiria Foundation, Dan Zass Association, Solidarity for Development, Victoria Association, Factor CO2, UNHCR, Solidarity Camps, Emalaikat Foundation, Waorani Women's Association and 9 EMV volunteers have participated throughout 2021.



**Solidarity for Development. Volunteering with Homeless People**



**OXIRIA FOUNDATION - VOLUNTEERING DAN ZASS - VOLUNTEERING**

## **SEASONAL CORPORATE VOLUNTEERING.**

In 2021, due to mobility restrictions, annual races such as those organized by Action Against Hunger, Gender Violence or the Italian Official Agency for Tourism had not taken place.

## **A VERY SPECIAL PROJECT SOLIDARITY FUND - REFUGE FUND.**



**SOLIDARITY FUND - REFUGE FUND**



The funds received by the Europamundo Foundation in 2021 have been mainly dedicated to helping people from the Team of guides or people close to Europamundo. They have had more significant needs from the COVID19 Pandemic through the Solidarity Project - Refuge Project.

## **PROJECT DESCRIPTION**

The Europamundo Solidarity and Europamundo Refuge project has a double objective: to cover the basic needs of the guides, the most vulnerable group in the company at this time, and on the other hand, to carry out leisure and training activities during the State of Alarm and the New Normality for all the company's employees, family members and stakeholders of the company such as Travel Agents from the 57 countries where it operates, clients, suppliers and companies linked to EMV.

The aim of the project is based on the potential of such a large group as Guides, taking advantage of their talents, within a profile of extroverted, cultured, cheerful and committed people, but at this time of inactivity, it was necessary to create a pool of activities and projects to offer, looking for opportunities that can be given in this time of hygienic-sanitary and social crisis produced by the Covid-19.

Thanks to the material, financial and personnel support of EMV, several working groups made up of office workers and guides have been created to develop the Europamundo Solidario/ Europamundo Refugio project in a coordinated manner.

## **PROJECT OBJECTIVES**

### **General objective:**

The realisation of internal company activities with the collaboration of guides as a basis for training and leisure activities for staff, family members and other stakeholders.

Financially supplementing the Solidarity Fund and the EMV Shelter Fund with additional assistance so that all guides receive what is considered a necessary minimum.

Implementation of the Corporate Social Responsibility commitment under the umbrella of our Code of Ethics and the Good Practices Manual.

### **Specific objectives:**

To strengthen the team spirit in developing this Ethical and Social Responsibility project aligned with our founding principle "We are all Europamundo".

To involve as many guides as possible in the project, empowering their self-concept by pointing out their worth, talents and abilities, keeping them active during these months of inactivity.

To lead the sector and act as a role model, raise awareness of the problem, show the creative and supportive solutions we are making, and seek all our stakeholders' support.

## BENEFICIARIES

- Guides: The entire staff of 252 guides (123 women and 129 men).
- Office staff: 195 (135 women and 60 men).
- Relatives: 172 (85 sons and 87 daughters) and friends.
- Travel Agents, customers, (589 Distributors among Operators and Travel Agencies)
- Companies requesting the contracted services.

## INITIATIVES

Throughout 2021 the project has included activities<sup>21</sup> such as: You Tube Europamundo TV, Travel Agent Training, Language School (Spanish, English, Portuguese and Japanese), Travel Charter, Marketing, Spain Emptied Routes, Good News, Translations, Maletoteca, My Trip - Tips, Audio guides, , Academia, Destino América Latina, have involved the participation in the total of activities of guides<sup>447</sup>, film library, podcasts, mapping, Instagram and Facebook live sessions, dynamization of the Foundation, technical and audiovisual support, office colleagues<sup>155</sup>, with a total of people<sup>10.110</sup>, with the realization of more than 1.000 activities.

	SUMMARY OF ACTIVITIES 2021					TOTAL PERSONS
	NUMBER	TRAVEL AGENTS	GUIDES	STAFF	EXTERNAL	
TRAVEL AGENT TRAININGS:	97	9512	54	5		9571
ACADEMY LECTURES	300		85		4	85
LANGUAGE CLASSES:	1735 HRS, 6 LANGUAGES		14	104		118
TRAVEL CHARTER	100		25	5	10	30
SPAIN EMPTIED ROUTES:	25		10	10	1	21
GOOD NEWS:	57		5	15		20
TRANSLATIONS	778 TEXTS/5.712 HRS.		28			28
MALETOTECA	50 COUNTRIES		18			18
MY TRIP - TIPS	200		45			45
AUDIO GUIDES	341 GUIDES IN 8 LANGUAGES		19	6		25
FILM LIBRARY	40 COUNTRIES		15			15
PODCATS	31		17			17
MAPPING	195 COUNTRIES		30	3		33
INSTAGRAM AND FACEBOOK FEEDS	97		57	3		60
TECHNICAL AND AUDIOVISUAL SUPPORT	220		15			15
DYNAMISATION OF THE FOUNDATION	24		5	4		9
DESTINO LATIN AMERICA	20		5	5		10
		9512	447	155	15	10110

The project's financing is based on a double donation to be made to the particular account of the Europamundo Foundation.

- **Solidarity Fund:** Donations made by different stakeholders such as employees, customers (Operators), passengers, travel agents, suppliers, friends of the Europamundo Foundation and companies related to EMV.

The donations made to this fund as of 31 December 2021 are €9,152.

- **Refuge Fund:** Europamundo Vacaciones undertakes to contribute an amount equivalent to 80% of the value of the training and leisure activities carried out by the guides monthly. The remaining 20% will contribute to the Solidarity Fund-Refuge Fund from the guides.

Also, since June 2021, the guides have contributed an amount for the per diems they have received for the trips made from June to December.

## DONATIONS MADE FROM JANUARY TO DECEMBER 2021:

DONATIONS	SHELTER FUND PROJECT			SOLIDARITY FUND PROJECT	
	DONATED FOR EMV	DONATED FOR GUIDES	DONATED TO GUIDES	DONATIONS TO GUIDES	DONATIONS EXTERNAL
JANUARY	49.250,50 €	12.086,51 €	37.163,99 €	8.117,75 €	36,00 €
FEBRUARY	51.459,52 €	11.961,97 €	39.497,55 €	8.873,60 €	282,00 €
MARCH	50.261,55 €	11.402,06 €	38.859,49 €	12.000,00 €	6.640,00 €
APRIL	49.533,19 €	11.658,71 €	37.874,48 €	11.400,00 €	277,00 €
MAY	47.203,22 €	12.552,90 €	34.650,32 €	9.450,00 €	332,00 €
JUNE	47.678,62 €	15.527,52 €	34.405,10 €	8.050,00 €	416,00 €
JULY	46.146,47 €	21.747,93 €	30.099,55 €	10.630,00 €	584,00 €
AUGUST	37.102,96 €	20.356,63 €	26.825,45 €	6.050,00 €	0,00 €
SEPTEMBER	39.629,36 €	18.086,97 €	22.018,73 €	4.650,00 €	140,00 €
OCTOBER	54.526,39 €	24.830,28 €	21.322,50 €	2.500,00 €	30,00 €
NOVEMBER	35.067,00 €	16.492,32 €	16.872,96 €	3.550,00 €	15,00 €
DECEMBER	38.089,33 €	17.332,22 €	15.326,21 €	5.200,00 €	400,00 €
<b>TOTAL</b>	<b>545.948,11 €</b>	<b>194.036,02 €</b>	<b>354.916,33 €</b>	<b>90.471,35 €</b>	<b>9.152,00 €</b>
<b>Nº OF GUIDES</b>			<b>99</b>	<b>22</b>	

Throughout 2021, Europamundo donated €545,948.11 to the Refuge Project. As for the donations made by the guides, €194,036.02 corresponds to €138,679 in donations made for activities and €55,357 in donations made for travel expenses from June onwards. Externally, Europamundo's Stakeholders, mainly Operators (Clients), Travel Agents, Staff, Friends of Europamundo and Related Companies, have donated €9,152 to the Solidarity Project.

### (b) Child labor

Child labor is defined as any work that "deprives children of their childhood, potential and dignity and is harmful to their physical or mental development and even interferes with their education.

Child labor does not refer to youth employment or child labor. It refers to the abuse of universally recognized human rights. The internationally agreed definition of child labor was established by the International Labor Organization (ILO) Convention No. 138: "Minimum Age Convention".

The abolition of child labor is fundamental to all primary human rights instruments and standards. It is also an inherent issue in the national legislation of almost all countries.

Our company is not aware of any cases of child labor or young workers exposed to hazardous work at any of our supplier companies during 2021. EMV does not need to take measures to contribute to their abolition.

Our Code of Ethics includes in the criteria for action, in point I) exploitation of minors:

MSEs and MSE stakeholders shall ensure the immediate elimination of illegal activities and/or activities that may endanger children's safety, health, and morals by Article 3 of ILO Convention No. 182.

In addition, the Foundation's work with different organizations contributes to ending child labor through the following SDGs:

- SDG 4 Quality Education,
- SDG 8 Decent Work and Economic Growth
- SDG 10 Reduced inequalities.

The aim is to continue working on projects that improve these SDGs.

#### **c) Forced and compulsory labor.**

Forced and compulsory labor affects all regions, countries and economic sectors of the world and includes workers in both formal and informal employment.

Freedom from forced or compulsory labor is a fundamental human right. According to the International Labor Organization (ILO) Convention No. 29, forced or compulsory labor is defined as "all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily".

Victims are most likely to be part of groups discriminated against or carry out work informally or precariously. This includes women and girls forced into prostitution, migrants trapped in debt bondage, and sweatshop or sweatshop workers, among other groups.

Our company is not aware of any cases of forced or compulsory labor at any of our supplier companies during 2021, and EMV does not need to take measures to contribute to its abolition.

#### **(d) Security practices.**

There are no security personnel in the company or outsourced to receive formal training in their specific human rights policies or procedures and their security application.

According to our Code of Ethics in the criteria for action, point a) Respect for the legality, human rights and ethical values.

EMV is committed to acting under applicable law, international ethical standards and respect for human rights.

EMV's activities are carried out by the Code of Ethics of the World Tourism Organization, the principles of the United Nations Global Compact, the Universal Declaration of Human Rights, the Declaration of the International Labor Organization, the UNICEF Declaration on the Rights of the Child and the United Nations Convention on the Rights of the Child, as well as our Code of Ethics, our Europamundo Manual of Good Practices and the Code of Conduct of our parent company JTB.

All EMV employees and stakeholders must comply with the laws in force in the countries where they carry out their activities, with ethical behavior in their actions.



**INJUSTICE ANYWHERE IS  
A THREAT TO JUSTICE  
EVERYWHERE**



#### **e) Rights of indigenous peoples.**

Indigenous peoples are tribal peoples in independent countries whose social, cultural and economic conditions differentiate them from other parts of the national community. Their social status is regulated in whole or in part by their customs or traditions or by specific laws or regulations.

Many indigenous peoples have suffered injustices throughout history and are therefore considered vulnerable. This group is a very significant risk of suffering a disproportionate burden of economic, environmental or social impacts from the activities of organizations.

In addition to their collective rights, members of indigenous peoples enjoy universal human rights.

In 2021, our company was not aware of any identified cases of violations of the human rights of indigenous peoples. Therefore, it is not necessary to carry out reparation plans. However, through the Europamundo Foundation, we develop annual projects in favor of the rights of the indigenous population.

According to our Code of Ethics, the criteria for action point a) Respect for the legality, human rights, and ethical values.

EMV is committed to acting under current legislation, international ethical standards and respect for human rights. EMV's activities are carried out by the Code of Ethics of the World Tourism Organization, the principles of the United Nations Global Compact, the Universal Declaration of Human Rights, as well as the Code of Ethics and Manual of Good Practices of Europamundo and the Code of Conduct of our parent company JTB.

#### **(f) Human rights assessment.**

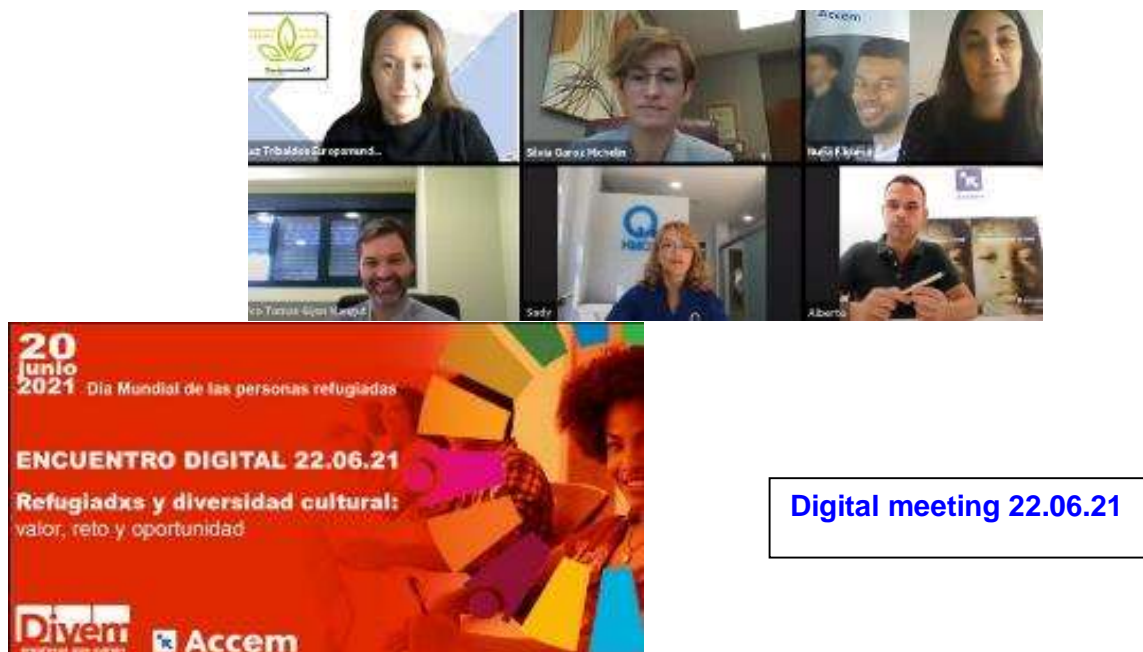
Our services, the implementation of tours worldwide, mainly in Europe, with 82.80%, are not subject to reviews or Human Rights impact assessments. However, this does not prevent Europamundo from being attentive to the non-compliance and violation of Human Rights by some of the company's stakeholders and will therefore take the most appropriate decisions on the location of new tours in areas free of Human Rights abuses.

The CSR Department has been trained through the Global Compact seminars and has conducted an awareness-raising campaign through videos with its main stakeholders on the

17 SDGs. Employee training on human rights policies or procedures has focused on the Corporate Social Responsibility Department. However, during 2021 there was no HR training.

Human rights are well-established international standards and norms, so organizations are obliged to provide specialized training to employees to take human rights into account in their regular work.

Although EMV has a deficit in this type of training, the CSR department's forecasts for 2021 have not been met. However, it has participated in a digital meeting, "Refugees and cultural diversity. Value, challenge and opportunity", organized by the NGO ACCEM and with the collaboration of 4 companies, including Europamundo. It has also received training through the Global Compact.



Digital meeting 22.06.21

EMV, through its Foundation, regularly holds meetings, workshops, conferences and projects with third sector entities linked to people in social exclusion and in defense of their rights, as well as the projects that it finances annually in different sectors, geographical areas and groups.

During 2021, it has held 7 talks with entities such as: Fundación Dalma, Fundación Oxiria, Asociación Dan Zass, ONGAWA, AfriKable, Fondo Verde, Solidarios para el Desarrollo, Asociación Victoria, Factor CO2, ACNUR, Fundación Emalaikat, Asociación de Mujeres Waoranis and Campamentos Solidarios.

### 3.3 Relationship with Stakeholders.

Corporate Social Responsibility (CSR) is a way of conducting business based on managing the impacts that its activity generates on its customers, employees, shareholders, local communities, the environment and society in general.<sup>3</sup>

EMV, therefore, takes into account the following Stakeholders:

- **Our people (Europa Mundo staff).**

<sup>3</sup> CSR Observatory's definition of CSR

- **Clients.**
- **Supplier companies.**
- **Shareholders.**
- **Drivers.**
- **Community**
- **Environment**

Stakeholders are defined as entities or individuals who may be significantly affected by the reporting organization's activities, products, and services or whose actions can be expected to affect the organization's ability to carry out its strategies and achieve its objectives successfully.

The services and activities performed by EMV and the relationships resulting from these activities identify what kind of company and criteria are necessary for a practical selection of stakeholders.

The rest of the stakeholders not selected are because they generally do not add value and do not significantly affect our company's activities, products, and services.

There is regular and ongoing engagement with stakeholders:

- **Our clients (Operators)** through our annual convention, and fundamentally in the daily operations between the top executives of the Operating Companies, and their Operational Departments with the EMV Departments. In 2021, through the different activities generated by the Solidarity Fund - Shelter Fund Project, there has been constant and active participation between EMV, Management and staff, and our Operators and Travel Agents.

- **Customers-passengers** through personalized attention 24 hours a day/365 days a year, through our online questionnaire on the perception of all the services provided by us at the end of the trip and through the satisfaction survey halfway through the trip, and the direct and constant relationship with the EMV guide staff.

- **EMV staff through** work climate surveys, the Working Groups, Committees or Commissions on specific issues such as Good Practices, Mediation and Harassment at Work or the Equality Commission, and the quarterly meeting with the General Management with all the office staff.

Throughout the Pandemic and the New Normal during 2021, EMV staff have received constant information, care and training through the activities carried out within the Shelter Project.

- **Partners** through its quarterly Board of Directors and 100% integration into the JTB Corporation Group.

- **Community.** In 2021 and due to the paralysis of the tourism sector and EMV, the Europamundo Foundation's primary donor, no projects have been financed from the Annual Call. However, the Solidarity Fund-Refuge Fund Project has continued. The Foundation's dynamization group has also carried out activities throughout the year, such as thematic Tuesdays with conferences on current issues with some of the NGOs with which the Europamundo Foundation collaborates regularly. In addition, with the Oxiria Foundation, training workshops have been held on Sales, Social Networks, Customer Service and Economics, and two panoramas for its 40 students on the New York film and Harry Potter.

- **Environment** through the CO2 report, which the Corporate Social Responsibility department entirely carries out. In 2021 it was impossible to offset the CO2 emissions of 2019 due to the stoppage of sales for nine months from March to December 2020. Still, in 2021 the

543 tons of CO2e of 2020 were offset through 2 projects of Hydroelectric Generation in Brazil and Wind Power in Oaxaca. In 2022 333 tons of CO2e 2021 will offset the same projects.

- **Suppliers through** direct, daily, and close relationships with EMV departments such as Operations, Spanish Market, East, Groups and Suppliers.
- **Bus Companies** through a professional, technical and continuous relationship with the Traffic Department that organizes all the buses on the circuits.

## OUR PEOPLE.

Our philosophy, "***We are all Europamundo***", allows us to see the importance of each person within the organization. The different visions, thoughts and ways of being of the Team that makes up EMV become a competitive advantage that leads us to achieve our goals and overcome new challenges.

EMV aims for excellence and emotional pay to attract, retain, and develop our employees.

All that is achieved by continuously developing recruitment, initial integration, and talent management processes. Through our Welcome Handbook and Welcome Course, we take care of our staff in detail and then follow up with them to find out what they think about their adaptation and integration into our company.

Through the promotion of training, work-life balance and a culture of prevention, the aim is to protect the well-being and increase the satisfaction of those who form part of EMV.

## Respect for the contractual clauses of the equipment.

EMV is committed to acting at all times following current legislation, international standards and respect for human rights. EMV's activities are carried out by the EMV Manual of Good Practices and Code of Ethics, the Code of Conduct of the JTB Group, the Code of Ethics of the World Tourism Organization, the principles of the United Nations Global Compact, the Universal Declaration of Human Rights and the Declaration of the International labor Organization.

## Internal communication.

We see communication as a critical aspect in gaining the support of the people who make up the Team and creating shared values in all of them.

To create fluid communication between management, departments and staff, the company provides various communication channels, such as the Employee Portal, the Online System and Bitrix (internal communication tool between JTB Group companies in Europe), in addition to the usual contact points such as e-mail, telephone, the website or the mailboxes of the General Management, the Europamundo Foundation, the Equality Plan, the Good Practices Committee and the Mediation and Harassment at Work Committee.

In this regard, for several years, the General Management has held regular quarterly meetings to report on the company's situation and the evolution of the sector and markets. In 2020 and 2021, these meetings have been more frequent due to paralysis in the tourism sector and EMV, created by the COVID19 Pandemic.

Through our magazine Europamagazine, both internally in digital format and externally in printed form, we promote information about EMV, our Tour Operators and the tourism sector, and leisure and general culture, being produced voluntarily by the company's staff, contributing their articles. However, no magazine has been published during 2020 and 2021 due to the Pandemic situation.



Europa Mundo Vacaciones provides 100% coverage to its employees through the *Resolution of 3 November 2016 of the Directorate General of Employment, which registers and publishes the Collective Labor Agreement for the travel agencies sector (2016-2018)*.

In addition, EMV has been particularly active through Zoom in conducting training for company staff and through Instagram live, with 97 trainings reaching a total of 9,512 office staff and guides and the participation of 54 guides and 5 office staff. 64 live Instagram posts and 33 Facebook posts were made, involving 57 guides.

### **Remuneration Policy.**

Our remuneration policy aims to attract, retain and motivate professionals so that, together, we can meet the challenges of the transformation of the sector.

The salary bands for our human capital are based on experience, level of responsibility and seniority within the company, with a policy of being above 9% of the average until 2019, according to the categories of the travel agency collective bargaining agreement, for staff with more than three years of seniority. Throughout 2020 and 2021, with the ERTES in the company, its remuneration policy has been to compensate workers up to 15% less than their current pre-pandemic salary.

### **Preventive Culture.**

Every year we carry out preventive actions to continuously improve working conditions and reduce the accident rate and absenteeism.

In 2020, at the height of the Pandemic, a Working Group on Internal Measures was set up to develop action protocols validated by the Ministry of Health, Consumer Affairs and Social Welfare, defining measures to reduce the risk of contagion sars-cov-2 coronavirus. Following the Ministry of Industry, Trade and Tourism recommendations through the Secretary of State for Tourism on reopening tourist establishments and services under safe conditions, this criterion has been followed throughout 2021.

### **Gender equality and non-discrimination.**

We follow a policy of equal opportunities for all staff when recruiting, promoting or training, considering only their skills and potential.

We treat everyone equally regardless of whether they are male or female, marital status, sexual orientation, race, age or religion.

In March 2020, EMV published an update of the Equality Plan according to Royal Decree-Law 6/2019 of 1 March amending Organic Law 3/2007 of 22 March. In 2021 a new equality plan will be drawn up by the new Royal Decree 902/2020 and 901/2020 of 13 October.

In September 2021, the third Europamundo Equality Plan began to be implemented by creating a Negotiating Committee under the Royal Decree of 13 October 2020 and will be completed in the spring of 2022.

[https://www.cloud-europamundo.com/files/2020\\_08/REVISION\\_PLAN\\_DE\\_IGUALDAD\\_MARZO\\_2020.pdf](https://www.cloud-europamundo.com/files/2020_08/REVISION_PLAN_DE_IGUALDAD_MARZO_2020.pdf)

## Strategies for success



Through Global Compact 2020, we have signed the Compact for Women's Empowerment Principles with UN Women and UN Global Compact.

Through Global Compact, EMV is developing the Target Gender Equality Programme in which training workshops are held with 42 Spanish companies in which topics such as:

- Discuss the representation of women in leadership and business.
- Understand the importance of diversity and inclusion in the workplace.
- Know the importance of goal setting and what it means to set ambitious goals for your organization.
- Plan actions to set objectives for your organization.

Through the WEP gender business tool developed by Global Compact and adapted to the Spanish Global Compact Network partners, EMV has carried out its analysis with 55%, advanced level, 1% more than in 2020.



There have been no cases of discrimination during the year 2021.

Our Code of Ethics refers to non-discrimination and respect in the general principles. The criteria for action in section b) and other references in our Manual of Good Practices point b) Equality and non-discrimination, and in our Equality Plan.

## **EMV Code of Ethics:**

[https://www.cloud-europamundo.com/files/2021\\_06/EUROPAMUNDO\\_ETHICAL\\_CODE.pdf](https://www.cloud-europamundo.com/files/2021_06/EUROPAMUNDO_ETHICAL_CODE.pdf)

## **EMV Good Practice Handbook**

[https://www.cloud-europamundo.com/files/2021\\_07/GOOD\\_PRACTICES\\_MANUAL\\_OF\\_EUROPA\\_MUNDO\\_VACACIONES.pdf](https://www.cloud-europamundo.com/files/2021_07/GOOD_PRACTICES_MANUAL_OF_EUROPA_MUNDO_VACACIONES.pdf)

## **Equality Plan:**

[https://www.cloud-europamundo.com/files/2021\\_07/GENDER\\_EQUALITY\\_PLAN.pdf](https://www.cloud-europamundo.com/files/2021_07/GENDER_EQUALITY_PLAN.pdf)

## **Protocol for the prevention and the action against workplace harassment:**

[https://www.cloud-europamundo.com/files/2021\\_07/PROTOCOL\\_FOR\\_THE\\_PREVENTION\\_AND\\_THE\\_ACTION\\_AGAINST\\_WORKPLACE\\_HARASSMENT.pdf](https://www.cloud-europamundo.com/files/2021_07/PROTOCOL_FOR_THE_PREVENTION_AND_THE_ACTION_AGAINST_WORKPLACE_HARASSMENT.pdf)

## **JTB Code of Conduct:**

[https://www.cloud-europamundo.com/files/rsc/JTB\\_Code\\_of\\_conduct.pdf](https://www.cloud-europamundo.com/files/rsc/JTB_Code_of_conduct.pdf)

## **Global Code of Ethics for Tourism:**

[https://webunwto.s3.eu-west-1.amazonaws.com/imported\\_images/37802/qcetbrochureglobalcodeen.pdf](https://webunwto.s3.eu-west-1.amazonaws.com/imported_images/37802/qcetbrochureglobalcodeen.pdf)

## **The ten principles of the Global Compact:**

<https://www.unglobalcompact.org/what-is-gc/mission/principles>

## **THE CLIENT.**

At EMV, we understand clientele to be the passengers or travelers on our circuits, which we will call clients, our representatives in Latin America, the USA, Europe, the Middle East, Africa, Asia and Oceania, our Operators and Operators and our network, mainly in Spain, of Retail Travel Agencies.

### **Accessibility of products and services.**

EMV's system of accessibility to the products in our catalogue and the services offered by our circuits through detailed and easy access to our website, through the dissemination of the catalogue throughout Latin America, USA, Europe, Africa, Middle East, Asia and Oceania, as well as a functional and technologically advanced online system for our operators, Travel Agencies and EMV staff.

EMV has a personalized catalogue, with easy access and complete and transparent information, with more than 1,000 different tours and more than 700 circuits, more than 450 in Europe, 120 in the Middle East, Asia, Africa and Oceania, 70 in the Iberian Peninsula and Morocco, and more than 60 in America (USA, Canada, Mexico and Costa Rica) and 300 special circuits in English, English Market.

In addition, we are accessible 24 hours a day, 365 days a year through our emergency telephone number for passengers in need.

To make travel more affordable for families, EMV offers discounts for children, which are rare in the market, ranging from 80% to 10% up to 15 years of age, even in single-parent families sharing a double room. It also facilitates travel for single passengers with the optional "double to share" option, avoiding, for a symbolic cost, the need to pay a considerable supplement for a single room. In addition, EMV always guarantees the departures of its circuits, aware that a traveler may have to secure his trip a long time in advance by investing in a plane ticket that is sometimes non-refundable.

As for the personal accessibility of the passengers to our circuits, they must have a moderate degree of health and physical capacity. In the case of any passenger with special physical or mental needs or over 75 years of age, EMV must be informed in writing at the time of booking and studied on a case-by-case basis. Europa Mundo may request the information it deems appropriate.

Due to the unique characteristics of our trips, our coaches are not adapted for passengers with special needs and do not have wheelchair access ramps.

### **Labelling and transparent customer information.**

EMV maintains transparent communication and information to the customer at all times through its social networks, direct Instagram, website, catalogue, 24 hour/365-day emergency telephone number, through the "My Trip" platform where all the information is given in detail to the customer/passenger: passenger data, (always under the strict control of the data protection law of European legislation), photos and videos of your trip, catalogue itineraries and details by stage, bus hours, time available at each stop, contact telephone numbers (emergencies, office, coordinators in the cities, transfers), travel guides, list of hotels, optional excursions and general information with recommendations on the trip or additional information.

A quality questionnaire is also available on the "My trip" platform.

### **Customer training.**

Our excellence and desire for continuous improvement motivate us to continually support and train our clients, tour operators, and travel agents. Every year a group of specialized EMV guides and sales representatives travel around our different markets informing and training them about our products and services, our circuits, the latest news and the new technologies we are applying. Our markets have been extended to the Global Market, the English speaking market, the Arab market and the Russian market.

In training our clientele, we use our social networks such as Facebook, Twitter, our blog, EMV TV channel, Instagram Live, our Academy, a learning center for every EMV professional, and our Instagram Lives. Through these channels, we encourage reciprocal participation, inviting our travelers to contribute their ideas for improving our tours from their perspective based on their experience that can be useful to EMV and future travelers. This learning center is always in operation regardless of market circumstances and the activities of the sector and the company.

Throughout 2021 due to the continuity of the COVID19 Pandemic and the new normality, Instagram Lives has continued with 97 chats, with short 15-minute broadcasts on curiosities and details of countries, cities, monuments and places, every Wednesday at 17:00 hrs. from Instagram and Facebook.

On the other hand, the training sessions carried out through workshops with the Zoom Video Conferencing system aim to train travel agents on the destinations we offer and are requested



by our representative operators in the different countries we sell EMV's products. The training is carried out in the language preferred by the applicant. Throughout 2021, 97 training sessions have been held, reaching 9,512 people.

The Europamundo Academy aims to ensure the best possible knowledge among the staff of travel agencies or tour operators/distributors who sell EMV tours. An essential function of the Academy is to raise awareness of our company and to train new staff entering the company each year.

**ACADEMY  
PRESENT**



Through a series of tutorials, lasting between 4 and 9 minutes, the Academy provides a specific and detailed explanation of the basic skills for staff involved in selling or booking EMV travel.

Throughout 2021, 140 videos have been produced in the three languages of our clients, Spanish, Portuguese, and English, and 100 new tutorials with a participation of 2,000 people and 5,000 visits per month.

The Academy consists of three training sessions, each followed by an exam. If the student passes the exam, they will receive a diploma certifying this. In addition, approving the exam, you will be entered into the half-yearly prize draw for an 8-day trip to Europe.

Students who have signed up for an exam or the newsletter will receive regular notifications when new tutorials are made, or existing tutorials are updated. This is a unique opportunity always to have the latest information about EMV, our routes and procedures. This will allow you to offer the best service to your travelers because, in the end, they are our goal: satisfied customers.

We also train our Representatives and Travel Agencies in Spanish and English. Through Facebook, we conduct interviews with guides, office workers, managers, and representatives, with training material about our tours.

The client can access "My Trip" from our online platform, a web page created and personalized for each client once the trip has been confirmed with us. This web page offers ALL the necessary information for the final clients to access EMV and see and feel the right expectations about the product purchased. In this way, the client acquires part of the EMV philosophy by getting to know us.

In addition, during 2021, audio guides have been continued. It is a tool for Global Market travelers who do not have English as their first language. Between 60% - 70% of Global Market travelers do not speak English sufficiently to help travelers with basic information about their tours, stops, destinations.



The Europamundo Audio platform is a mobile application. It contains audio, photos, videos and maps for each stop during the different Europamundo tours.

So far, 341 audio guides have been produced, 89 in English, 4 in Farsi, 28 in Hindi, 39 in Arabic, 79 in Bahasa, 12 in Mandarin, 50 in Russian and 40 in Spanish with the participation of 19 guides and 6 office staff.

### Customer satisfaction.

In EMV's structure, customers have particular relevance, with a clear differentiation between Operators (our direct customers and their wholesale travel agencies) and passengers (the end-user customers of the circuits).

Satisfaction is a priority objective for EMV, which is why we have a continuous attitude of self-criticism and improvement of our quality control techniques. Our passengers have given us a score through the 2021 quality questionnaire. Still, it is an unreliable score, given that the number of passengers has gone from 142,776 in 2019 to 8,971 in 2021. The number of people who have taken the survey has gone from 28,976 to 384 in those years.



1.- VALUE FOR MONEY in circuits

2.- In general terms, the CIRCUIT has been carried out

#### Global

##### Votos:

Temporada **2011**: 3690  
 Temporada **2012**: 15800  
 Temporada **2013**: 18696  
 Temporada **2014**: 16762  
 Temporada **2015**: 18906  
 Temporada **2016**: 29924  
 Temporada **2017**: 36668  
 Temporada **2018**: 34828  
 Temporada **2019**: 28932  
 Temporada **2020**: 64  
 Temporada **2021**: 1980

1 - RELACIÓN CALIDAD / PRECIO de circuito: 2 - En términos generales el CIRCUITO realizado:

Temporada **2011**: ★★★★★ 4,21  
 Temporada **2012**: ★★★★★ 4,17  
 Temporada **2013**: ★★★★★ 4,12  
 Temporada **2014**: ★★★★★ 4,14  
 Temporada **2015**: ★★★★★ 4,17  
 Temporada **2016**: ★★★★★ 4,11  
 Temporada **2017**: ★★★★★ 4,05  
 Temporada **2018**: ★★★★★ 4,06  
 Temporada **2019**: ★★★★★ 4,13  
 Temporada **2020**: ★★★★★ 4,25  
 Temporada **2021**: ★★★★★ 4,22

Temporada **2011**: ★★★★★ 4,57  
 Temporada **2012**: ★★★★★ 4,56  
 Temporada **2013**: ★★★★★ 4,53  
 Temporada **2014**: ★★★★★ 4,53  
 Temporada **2015**: ★★★★★ 4,55  
 Temporada **2016**: ★★★★★ 4,47  
 Temporada **2017**: ★★★★★ 4,43  
 Temporada **2018**: ★★★★★ 4,45  
 Temporada **2019**: ★★★★★ 4,43  
 Temporada **2020**: ★★★★★ 4,63  
 Temporada **2021**: ★★★★★ 4,45

### 3 - INFORMACIÓN recibida por AGENTE DE VIAJES sobre viaje:

Temporada 2011: ★★★★★ 4,41  
 Temporada 2012: ★★★★★ 4,39  
 Temporada 2013: ★★★★★ 4,36  
 Temporada 2014: ★★★★★ 4,41  
 Temporada 2015: ★★★★★ 4,44  
 Temporada 2016: ★★★★★ 4,38  
 Temporada 2017: ★★★★★ 4,36  
 Temporada 2018: ★★★★★ 4,39  
 Temporada 2019: ★★★★★ 4,40  
 Temporada 2020: ★★★★★ 4,75  
 Temporada 2021: ★★★★★ 4,42

3.- Information received by TRAVEL AGENTS about the trip

### 4 - DOCUMENTACIÓN recibida de EUROPAMUNDO:

Temporada 2011: ★★★★★ 4,43  
 Temporada 2012: ★★★★★ 4,45  
 Temporada 2013: ★★★★★ 4,44  
 Temporada 2014: ★★★★★ 4,47  
 Temporada 2015: ★★★★★ 4,49  
 Temporada 2016: ★★★★★ 4,41  
 Temporada 2017: ★★★★★ 4,39  
 Temporada 2018: ★★★★★ 4,43  
 Temporada 2019: ★★★★★ 4,46  
 Temporada 2020: ★★★★★ 4,63  
 Temporada 2021: ★★★★★ 4,48

4. Documentation received from EUROPAMUNDO

### 5 - Fue informado de la web "Mi Viaje" por su agente de viaje:

Temporada 2011: ★★★★★ 4,20  
 Temporada 2012: ★★★★★ 4,41  
 Temporada 2013: ★★★★★ 4,29  
 Temporada 2014: ★★★★★ 4,37  
 Temporada 2015: ★★★★★ 4,38  
 Temporada 2016: ★★★★★ 4,41  
 Temporada 2017: ★★★★★ 4,44  
 Temporada 2018: ★★★★★ 4,49  
 Temporada 2019: ★★★★★ 4,47  
 Temporada 2020: ★★★★★ 4,69  
 Temporada 2021: ★★★★★ 4,46

5.- The passenger was informed about "My Trip" by his/her Travel Agent

### 6 - Información de la página "Mi Viaje":

Temporada 2011: ★★★★★ 4,48  
 Temporada 2012: ★★★★★ 4,53  
 Temporada 2013: ★★★★★ 4,51  
 Temporada 2014: ★★★★★ 4,52  
 Temporada 2015: ★★★★★ 4,54  
 Temporada 2016: ★★★★★ 4,41  
 Temporada 2017: ★★★★★ 4,38  
 Temporada 2018: ★★★★★ 4,41  
 Temporada 2019: ★★★★★ 4,42  
 Temporada 2020: ★★★★★ 4,41  
 Temporada 2021: ★★★★★ 4,40

6. Information of "My Trip" website

### 7.- Score in the ITINERARY

### 8. HOTELS rating

### Breakfast

### 7 - ITINERARIO realizado ha sido:

Temporada 2011: ★★★★★ 4,53  
 Temporada 2012: ★★★★★ 4,49  
 Temporada 2013: ★★★★★ 4,46  
 Temporada 2014: ★★★★★ 4,48  
 Temporada 2015: ★★★★★ 4,49  
 Temporada 2016: ★★★★★ 4,39  
 Temporada 2017: ★★★★★ 4,34  
 Temporada 2018: ★★★★★ 4,37  
 Temporada 2019: ★★★★★ 4,36  
 Temporada 2020: ★★★★★ 4,59  
 Temporada 2021: ★★★★★ 4,35

### 8 - Puntuación GENERAL de HOTELES:

#### HOTELES:

Temporada 2011: ★★★★★ 4,24  
 Temporada 2012: ★★★★★ 4,23  
 Temporada 2013: ★★★★★ 4,20  
 Temporada 2014: ★★★★★ 4,24  
 Temporada 2015: ★★★★★ 4,23  
 Temporada 2016: ★★★★★ 4,18  
 Temporada 2017: ★★★★★ 4,11  
 Temporada 2018: ★★★★★ 4,11  
 Temporada 2019: ★★★★★ 4,12  
 Temporada 2020: ★★★★★ 4,22  
 Temporada 2021: ★★★★★ 4,09

### Desayuno:

Temporada 2011: ★★★★★ 4,16  
 Temporada 2012: ★★★★★ 4,14  
 Temporada 2013: ★★★★★ 4,13  
 Temporada 2014: ★★★★★ 4,16  
 Temporada 2015: ★★★★★ 4,20  
 Temporada 2016: ★★★★★ 4,18  
 Temporada 2017: ★★★★★ 4,12  
 Temporada 2018: ★★★★★ 4,10  
 Temporada 2019: ★★★★★ 4,15  
 Temporada 2020: ★★★★★ 4,09  
 Temporada 2021: ★★★★★ 4,15

## 9 - Puntuación GUÍAS ACOMPAÑANTES:

Temporada 2011:	★★★★★	4,28
Temporada 2012:	★★★★★	4,28
Temporada 2013:	★★★★★	4,27
Temporada 2014:	★★★★★	4,32
Temporada 2015:	★★★★★	4,33
Temporada 2016:	★★★★★	4,36
Temporada 2017:	★★★★★	4,34
Temporada 2018:	★★★★★	4,41
Temporada 2019:	★★★★★	4,42
Temporada 2020:	★★★★★	4,44
Temporada 2021:	★★★★★	4,65

9.- TOUR GUIDES rating

## 10 - AUTOCARES:

Temporada 2011:	★★★★★	4,30
Temporada 2012:	★★★★★	4,26
Temporada 2013:	★★★★★	4,28
Temporada 2014:	★★★★★	4,29
Temporada 2015:	★★★★★	4,36
Temporada 2016:	★★★★★	4,39
Temporada 2017:	★★★★★	4,31
Temporada 2018:	★★★★★	4,35
Temporada 2019:	★★★★★	4,40
Temporada 2020:	★★★★★	4,40
Temporada 2021:	★★★★★	4,59

10.- COACHES

## 11 - CONDUCTORES:

Temporada 2011:	★★★★★	4,65
Temporada 2012:	★★★★★	4,66
Temporada 2013:	★★★★★	4,66
Temporada 2014:	★★★★★	4,65
Temporada 2015:	★★★★★	4,68
Temporada 2016:	★★★★★	4,68
Temporada 2017:	★★★★★	4,63
Temporada 2018:	★★★★★	4,66
Temporada 2019:	★★★★★	4,67
Temporada 2020:	★★★★★	4,50
Temporada 2021:	★★★★★	4,76

12.- FLIGHTS

## 12 - VUELOS para tomar nuestro Servicio:

Temporada 2011:	★★★★★	4,29
Temporada 2012:	★★★★★	4,31
Temporada 2013:	★★★★★	4,32
Temporada 2014:	★★★★★	4,31
Temporada 2015:	★★★★★	4,34
Temporada 2016:	★★★★★	4,38
Temporada 2017:	★★★★★	4,37
Temporada 2018:	★★★★★	4,39
Temporada 2019:	★★★★★	4,46
Temporada 2020:	★★★★★	3,90
Temporada 2021:	★★★★★	4,51

EMV promotes excellence with all its stakeholders, especially its customers, by committing itself to continuous improvement in its processes and activities and the quality of its itineraries, transport, hotels, restaurants, passenger information and service, and accompanying guides.

We aim to improve and achieve customer satisfaction through passenger satisfaction surveys, during and at the end of the journey, the direct relationship with our distributors, and the organization of our annual customer convention.

Random surveys during the trip are a significant way to let us know the quality of our services and circuits, so when the client gives a lousy score for any of our services, we call him by phone to provide us with more information, the idea of these surveys en route is to solve the client's problem as soon as possible and that his perception of our services changes before the end of his trip.

### Promote quality in the organization at all levels.

EMV promotes excellence with all its stakeholders, especially its customers, by committing itself to continuous improvement in its processes and activities and the quality of its itineraries, transport, hotels, restaurants, passenger information and service, and accompanying guides.

We are a company committed through our Foundation, as a partner of the ST-EP Programme and affiliated member of the United Nations World Tourism Organization (UNWTO), the United Nations Global Compact, the World Travel & Tourism Council (WTTC), the European Tourism Association (ETOA), through our Manual of Good Practices, Code of Ethics, Mediation and Harassment at Work Protocol, our Equality Plan and the ETOA Manual. Tourism Council



(WTTC), European Tourism Association (ETOA), through our Manual of Good Practices, Code of Ethics, Mediation and Workplace Harassment Protocol, our Equality Plan and the Manual of Conduct of our JTB Group, the CO2 emissions report and its compensation through 2 projects in Brazil and Mexico, as well as our Energy Audit carried out in November 2020.

The CSR department will ensure and support EMV's excellence at the highest level, aiming to maximize our customers and stakeholders.

### **Transparency in the conduct of business with clients.**

Trust, honesty, and transparency are valuable by giving all direct information and always giving the most complete and transparent information through all channels. By understanding situations and relying on professionalism and established relationships, we manage them and create the right expectations.

When faced with complicated situations, seek understanding, rapprochement and agreement.

As part of the issues and concerns raised by stakeholders, the customer, the passenger, the conclusions are shown, with scores from a satisfaction survey.

EMV travelers have included a questionnaire in their My Trip webspace that allows them to voluntarily rate each and every one of the services enjoyed during their trip. The results are fed into our online system providing statistics in a comprehensive report accessible in real-time by our operators in different countries. Each operator can only access its own report with the latest, fully updated data to control the quality of our services at all times from the point of view of the interested part, the traveler.

## **SUPPLIER COMPANIES**

### **Purchasing policy.**

EMV's purchasing policy is verified, supervised, and checked mainly through our Contracting department, which constantly monitors compliance with current regulations and the contractual relationship with suppliers, verifying the service with the support of the Invoicing Control department.

The Invoicing Control department, with the support of the financial area, within its Suppliers department, defines two types of suppliers:

1.- The supplier companies for developing our circuits are 632 in 2021; see *details* on page 20. These supplier companies are: hotels, restaurants, transfers, visits, ferries, optionals and buses.

The relationship with them and their suitability is based on five basic criteria, quality, service, price, mutual trust and professionalism.

2.- This second group of supplier companies are the usual suppliers of services for the company's office installations and general assistance.

### **Compliance with regulations.**

EMV complies with our legal system's commitments and legal obligations, whether at local, regional, national or international levels. All our departments have proven experience over 23 years and sufficient training, which allows us to carry out our work efficiently and correctly within our regulations.

## **Audits.**

EMV's Internal Audit department maintains a continuous relationship with all areas of the organization to add value and evaluate and improve the effectiveness of management and control processes.

## **SHAREHOLDERS**

### **Meeting expectations.**

EMV is committed to delivering maximum value to its shareholders, mutual respect and beneficial relationship. Working diligently with our shareholders as they share our principles, values, criteria and EMV's business vision.

Our Code of Ethics and Manual of Good Practices sets out the general principles and criteria for the action of our CSR policy and our relationship of respect, transparency, professionalism, confidentiality, corporate social responsibility and dialogue with our shareholders as a stakeholder group.

Our Code of Ethics regulates our dealings with shareholders in our Code of Conduct.

### **Shareholder relations.**

To seek to create added value, respectful relationships and mutual benefit in our daily work.

EMV will ensure that there are no malpractices that go against the company's principles, performance criteria and Code of Ethics.

And in our Manual of Best Practices e) Stakeholder Relations. Shareholders.

Europa Mundo Vacaciones belongs to the JTB Group as a private company. Therefore, we commit ourselves to be diligent, putting into practice our Code of Ethics and Manual of Good Practices and the JTB Code of Conduct, and providing all the information transparency requested of us.

Our shareholders are a reference point for the company and must always receive honest and rigorous information.

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

[http://www.europamundo.com/rsc\\_docs\\_economicos.aspx](http://www.europamundo.com/rsc_docs_economicos.aspx)

As of June 2018, we are 100% owned by JTB Corporation Group.

## **OTHER STAKEHOLDERS**

EMV's entire operation makes us include among the stakeholders a critical, unique and very generic group in the development of our business and, therefore, of the circuits we carry out.

This group has a very specific role. They guarantee commitment and integration with the company and development through our Code of Ethics and Manual of Good Practices.

[http://www.europamundo.com/rsc\\_docs\\_economicos.aspx](http://www.europamundo.com/rsc_docs_economicos.aspx)



## **MALE AND FEMALE DRIVERS.**

Although they are not part of the staff, this other group, part of the companies contracted to carry out our circuits, has a privileged status similar in many aspects to the EMV staff due to the great trust and integration in the company.

Given this integration into EMV, they are supervised by the Good Practices Committee and regulated by our Code of Ethics and Good Practices Manual and the Conflict Mediation Protocol Working Group.





**CIDEN – PROJECT INDRENI ORGANIC FARM**





**COOPERATION STEPS - VOLUNTEERING MIDDLE HIGH ATLAS OF MOROCCO**

## 4. Our environmental impacts.

At EMV, we are aware of climate change and the challenge posed by global warming.

That is why for years our company has been calculating its carbon footprint, calculating the greenhouse gas emissions and their equivalent in CO<sub>2</sub>, which our company as a whole release into the atmosphere, as well as a sustainable management system with green electricity, 100% recycling of waste generated in the office and LED lamps.

This year 2021 EMV has emitted tonnes 333,21 of CO<sub>2</sub> equivalent, which is -%38,59 less than in the previous year, mainly due to the COVID19 Pandemic and the continued shutdown of tourism sector. However, we are in line with the more ambitious UN initiative Business Ambition for 1.5°C by committing to limit our emissions in line with the 1.5°C temperature rise limit.

The impact of these gases occurs mainly, as detailed below through scope 2, electricity and scope three primarily due to bus routes chartered by EMV, the paper consumption of our annual brochure and the professional travel via air, train and intercity buses of our staff whether office, guides or company executives.

The company's involvement is very high since every year since 2014, we have offset our CO<sub>2</sub> emissions, we are neutral. However, in 2020, given our sector's economic situation and total paralysis, we have not offset the 3,768.36 tons of CO<sub>2</sub>e in 2019.

The implementation of the Environmental Management System ensures that our organization acts responsibly and efficiently with the environment, that it complies with legislation, that it optimizes the use of the company's office resources, which means a reduction in the consumption of electricity, water and the supply of some products such as paper, that it reinforces the corporate image in the eyes of our stakeholders (stakeholders) and our own staff, increasing our competitiveness and improving relations with stakeholders.

EMV could opt for a management model based on the ISO 14000 standard. However, we believe that this is not necessary as we meet many of the parameters of this certification.

The Good Practices Committee and the CSR Department propose an environmental plan for EMV staff and even for the subsidiary companies of our JTB Group, such as Kuoni-Tumlare and JTB Madrid, with ecological activities and workshops. We also intend to involve our Latin American customers in EMV's CO<sub>2</sub>e Emissions Report and the Panama Imaginari Foundation Project to calculate CO<sub>2</sub> emissions and their compensation.

EMV follows a policy of real environmental sustainability with the commitment to reduce CO<sub>2</sub> emissions as much as possible, implementing new measures to reduce our emissions with the aim of not only being neutral in the effect of the CO<sub>2</sub> emissions but also trying to minimize some items by adhering to the Business Ambition for 1.5° initiative.

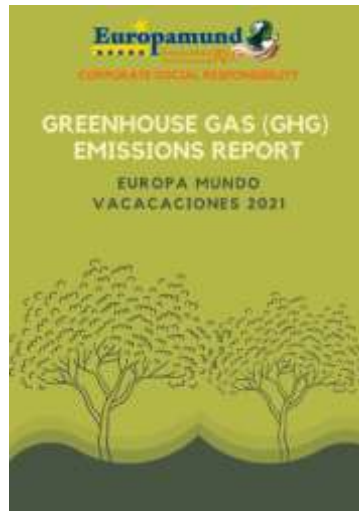
Responsibility for the sustainability policy rests with the CSR department and the Best Practices Committee as detailed in GRI indicator 102-20, page 30.

The report on CO<sub>2</sub> emissions and their offsetting was financed in 2014-2019 by contributing 45% of the amount from EMV and another 45% from the Europamundo Foundation, and 10% from the bus companies that charter our circuits.

EMV's sustainable management system adopts measures such as awareness-raising with information and training campaigns, sustainable mobility with a bicycle park, the rational use

of office paper through new printers, new toners, computer configuration with double-sided printing or the use of the Ryman Eco font, vending machines with products from Special Employment Centers, the service by the office staff of the Ecosia search engine or toilets with interruption flushing systems.

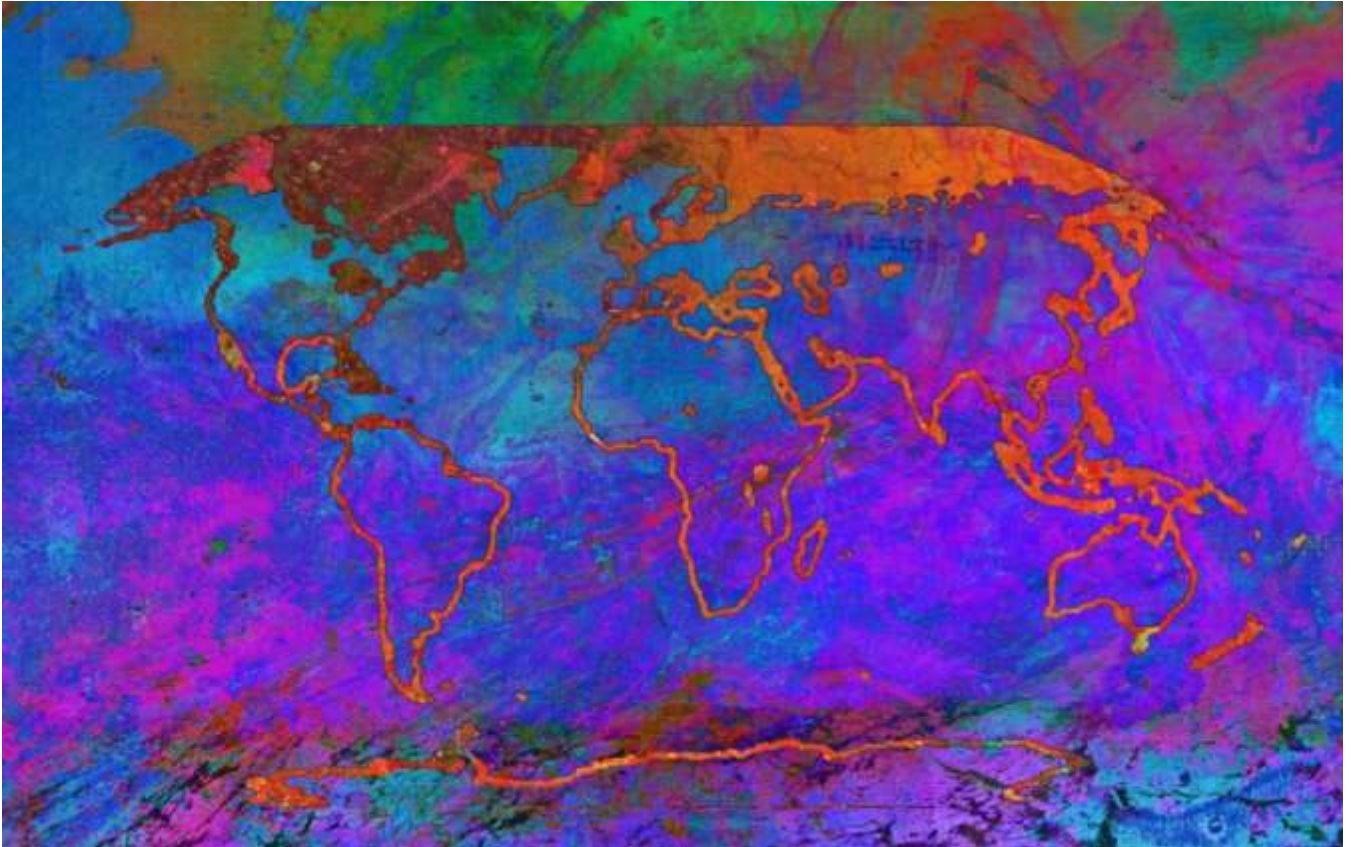
#### 4.1. Emissions



[https://www.cloud-europamundo.com/files/2022\\_03/EUROPAMUNDO\\_GREENHOUSE\\_GAS\\_EMISSIONS\\_REPORT\\_2021.pdf](https://www.cloud-europamundo.com/files/2022_03/EUROPAMUNDO_GREENHOUSE_GAS_EMISSIONS_REPORT_2021.pdf)

The Intergovernmental Panel on Climate Change (IPCC) is a scientific body established in 1988 by the World Meteorological Organization (WMO) and the United Nations Environment Programme (UNEP). It was established to provide objective, transparent, balanced and neutral information on the current state of knowledge on climate change to policymakers and other stakeholders.

As part of the decision to adopt the Paris Agreement, the IPCC was invited to prepare a special report on the 1.5°C warming above pre-industrial levels and related emission pathways. The IPCC accepted this invitation, adding that this study would be undertaken in the context of strengthening the global response to climate change, sustainable development and efforts to eradicate poverty.



### **Climate change is pervasive, rapid and intensifying**

According to the latest report of the Intergovernmental Panel on Climate Change (IPCC), released on 9 August 2021, scientists are observing changes in the Earth's climate in all regions and the climate system as a whole. Many observed climate changes are unprecedented over thousands, if not hundreds of thousands of years. Some of the changes that are already occurring, such as continued sea-level rise, may not be reversed for centuries or millennia.

However, substantial, and sustained reductions in carbon dioxide (CO<sub>2</sub>) and other greenhouse gas emissions would limit climate change. While improvements in air quality would be rapid, it could take 20 to 30 years for global temperatures to stabilize, according to the IPCC Working Group I report, *Climate Change 2021: Physical Basis*, approved Friday by the IPCC's 195 member governments in a two-week virtual approval meeting that began on 26 July.

The Working Group I report is the first instalment of the IPCC's Sixth Assessment Report (AR6), completed in 2022.

"This report reflects extraordinary efforts under exceptional circumstances," said Hoesung Lee, Chairman of the IPCC. "The innovations and advances in climate science reflected in this report are an invaluable contribution to climate negotiations and decision-making."



## Accelerated warming

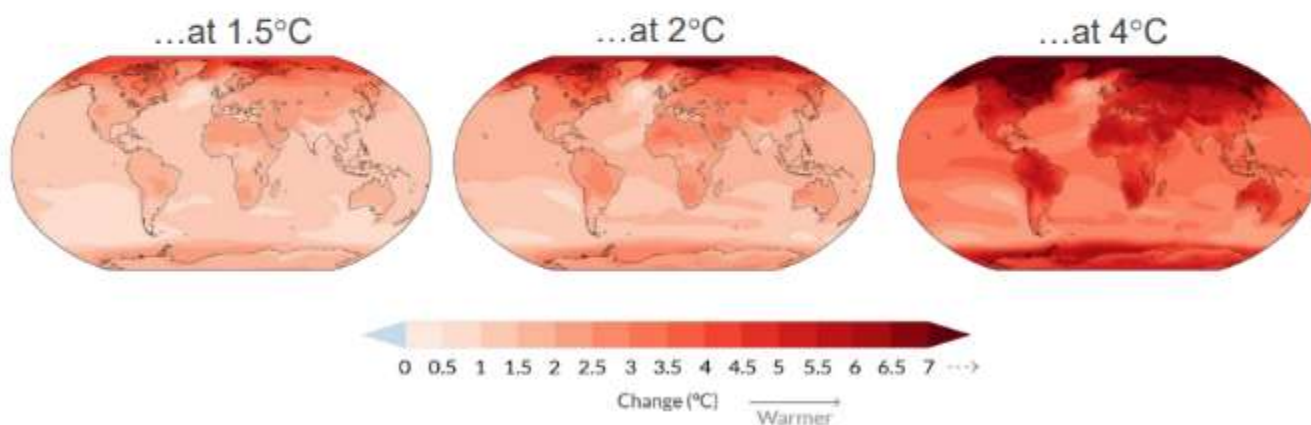
The report provides new estimates of the likelihood of exceeding a global warming level of 1.5°C in the coming decades and concludes that unless greenhouse gas emissions are reduced immediately, rapidly, and on a large scale, limiting warming to around 1.5°C or even two °C will be an unattainable goal.

According to this report, greenhouse gas emissions from human activities have been responsible for warming about 1.1 °C since 1850-1900. The global temperature averaged over the next 20 years is projected to reach or exceed warming of 1.5 °C. This is the result of improved observational datasets for assessing historical warming and advances in scientific understanding of the climate system's response to human greenhouse gas emissions.

"This report is a reality check," said IPCC Working Group I Co-Chair Valérie Masson-Delmotte. "We now have a much clearer picture of climate - 2 - past, present and future, which is fundamental to understanding where we are heading, what can be done and how we can prepare."

With every additional amount of global warming, changes get larger.

Simulated changes...



## All regions face increasing changes

While many of the characteristics of climate change depend directly on global warming, what people experience is often very different from the worldwide average. For example, warming over the Earth's surface is higher than the global average. In the Arctic, warming is more than double.

"Climate change is already affecting all regions of the Earth in multiple ways. Any increase in warming will exacerbate the changes we are experiencing," said IPCC Working Group I Co-Chair Panmao Zhai.

The report's projections indicate that climate change will increase in all regions in the coming decades. According to the report, global warming of 1.5°C will increase heat waves, longer warm

seasons, and shorter cool seasons. In comparison, global warming of 2°C will lead to more frequent extreme heat events reaching critical tolerance thresholds for agriculture and health.

However, it is not just a question of temperature. As a consequence of climate change, different regions are experiencing various changes, intensifying if warming increases, mainly changes in humidity and dryness, winds, snow and ice, coastal zones, and oceans. For example

- Climate change is intensifying the hydrological cycle. This leads to higher rainfall intensity, associated flooding, and more intense droughts in many regions.
- Climate change is affecting precipitation patterns. Changes in monsoon precipitation are expected, which will vary by region. Rain is likely to increase in high latitudes, while rainfall is expected to decrease in much of the subtropics.
- Coastal areas will experience continued sea-level rise throughout the 21st century, contributing to coastal erosion and more frequent and severe coastal flooding in low-lying areas. Extreme sea-level events that used to occur once every 100 years could happen annually by the end of this century.
- Further warming will amplify the melting of permafrost, as well as the loss of seasonal snow cover, the melting of glaciers and ice sheets, and the failure of Arctic sea ice in summer.
- Changes in the ocean, such as ocean warming and acidification, increased frequency of marine heatwaves, and reduced oxygen levels, are linked to human influence. These changes affect both ocean ecosystems and the people who depend on them and will continue to occur, at least for the rest of the century.
- For cities, some aspects of climate change may be amplified, particularly heat (as urban areas tend to be warmer than their surroundings) and flooding due to heavy precipitation events and sea-level rise in coastal cities.

The Sixth Assessment Report provides for the first time a more detailed analysis of climate change at the regional level - with a focus on helpful information that can inform risk assessment, adaptation and other decision-making - as well as a new framework to help translate physical climate changes (heat, cold, rainfall, drought, snow, wind, coastal flooding, etc.) into what they mean for society and ecosystems.

This regional information can be found in detail in the new Interactive Atlas [interactive-atlas.ipcc.ch](https://atlas.ipcc.ch) and the regional factsheets, the Technical Summary, and the Baseline Report.

### **Human influence on past and future climate**

"It has been clear for decades that the Earth's climate is changing, and the role of human influence on the climate system is indisputable," said Masson-Delmotte. However, the new report also reflects important advances in the scientific underpinnings of attribution, i.e., understanding the role of climate change in the intensification of certain weather and climate phenomena, such as extreme heat waves and intense precipitation.

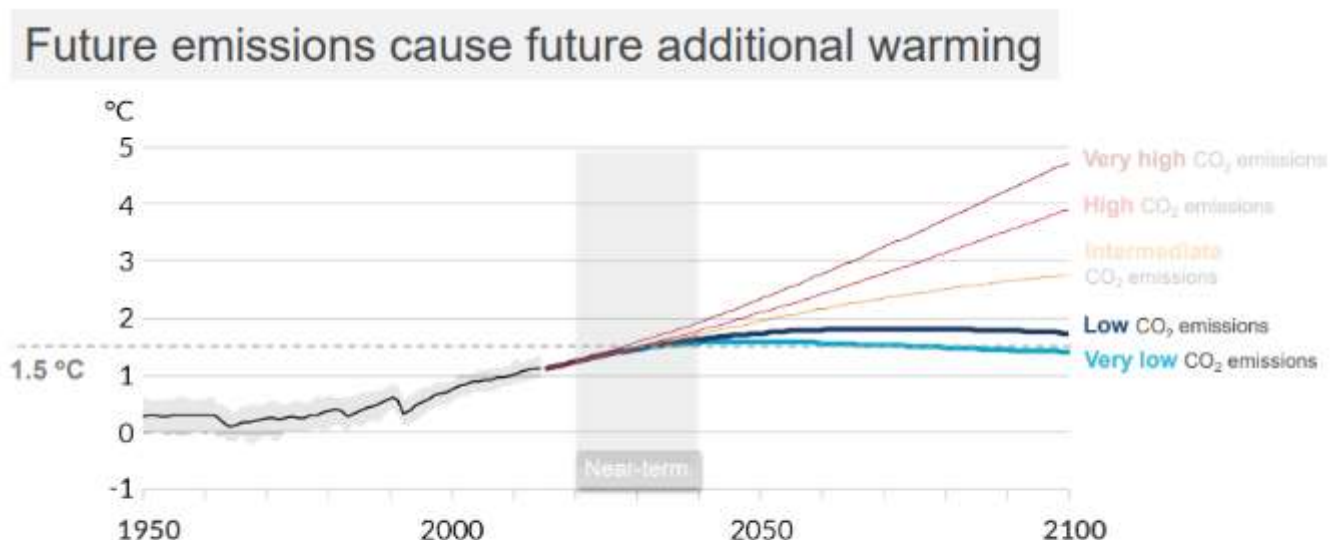
The report also shows that human actions can still determine the future course of the climate. There is clear evidence that carbon dioxide (CO<sub>2</sub>) is the leading cause of climate change, although other greenhouse gases and air pollutants also affect the climate.<sup>4</sup>

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<sup>4</sup> Press release of the Intergovernmental Panel on Climate Change (ipcc) of 9 August 2021.

## Understanding 1.5°C global warming

Human activities are estimated to have caused global warming of about 1.0 °C above pre-industrial levels, with a likely range of 0.8 °C to 1.2 °C. Global warming is expected to reach 1.5°C between 2030 and 2052 if it increases at the current rate (high confidence).



The warming caused by anthropogenic emissions from the pre-industrial period to the present will last from centuries to millennia and will continue to cause further long-term changes in the climate system, such as sea-level rise, with associated impacts (high confidence); however, these emissions alone are unlikely to cause global warming of 1.5°C (medium confidence).

Climate-related risks to natural and human systems are higher under 1.5°C global warming than at present but lower than under two °C global warming (high confidence). These risks depend on the magnitude and rate of warming, geographical location, levels of development and vulnerability, and the adaptation and mitigation options are chosen and their implementation (high confidence).



For this reason, EMV, although aware that its activity is not intensive in greenhouse gas emissions, has decided to request a study of the emissions generated by its activity in the year 2021 from its Corporate Social Responsibility department, which complements EMV's active policy about climate change.

GHG Protocol divides the emission sources of any activity into three "Scopes", which differentiate between direct emissions (Scope 1), which are produced from sources owned, controlled and directly responsible for by the entity, and indirect emissions (Scope 2 and 3), which are emissions derived from emission sources owned by another entity, or which are not directly under the control of the company performing the analysis.

The three scopes are as follows:

**Direct emissions or Scope 1:** GHG emissions from emission sources owned or controlled by the organization. In this case, because the EMV sites do not have fossil fuel facilities or a fleet of company-owned vehicles, no sources of GHG emissions are considered for this scope.

**Indirect emissions from energy or Scope 2:** Includes indirect GHG emissions produced by the generation of electricity, heat or steam of external origin and consumed by the organization. In the case of the VME, only emissions produced due to electricity consumption are taken into account in this section, as there is no consumption of heat or steam from a third party.



**Other indirect emissions or Scope 3:** Includes indirect emissions not included in Scope 2, which, being a consequence of the organization's activities, originate from GHG sources that belong to or are controlled by other organizations. For this reason, GHG emissions derived from Paper consumption, Water consumption, Professional travel by train, plane and intercity buses, Waste production (paper, plastics and toners), Bus routes chartered by EMV and digital use have been taken into account for the calculation in this section.

Following the categorization proposed by GHG Protocol, we can determine emissions according to the three scopes as follows:

GHG Scope	Emissions CO2 2021 ( tCO2e)	%
<b>Scope 1</b>	<b>0</b>	<b>0.00%</b>
<b>Scope 2 (Electric consume)</b>	<b>0,68</b>	<b>0.20%</b>
<b>Scope 3 (Professional displacements by plane, train, bus, paper and water consumption, waste and hired buses charter buses)</b>	<b>332,53</b>	<b>99.80%</b>
<b>Total emissions</b>	<b>333,21</b>	<b>100%</b>

Proyectos desarrollados en el marco del MDL - CER

**Proyecto 1**  
Generación hidroeléctrica - Brasil



**Santo Antônio Hydropower Project**

**Descripción:** se trata de un proyecto que instalará en el río Malhada, cerca de la ciudad de Porto Velho, una planta hidroeléctrica de 9.300 kW, capaz de generar anualmente 2.218 MWh de energía renovable, con una reducción de 4.015.326 tCO<sub>2</sub>e al año.

**Unidad:** CER (Certified Emission Reductions) acreditados por la UNFCCC (Convención Marco de las Naciones Unidas sobre el Cambio Climático).

**Principales beneficios asociados al proyecto:**

- Creación de empleo local: en servicios de construcción, operación y mantenimiento;
- Incremento de la actividad comercial gracias a la energía limpia y renovable;
- Reducción del uso de combustibles fósiles: aumento del uso de los recursos de la zona;
- Aumento del suministro eléctrico en la región: proporciona un suministro de energía limpia a la red eléctrica, desplazando a la generación térmica. Gracias a este proyecto se apoyará el desarrollo de la región de manera sostenible;
- Mejora de la economía local, reduciendo la dependencia del consumo de combustibles fósiles.

Proyectos desarrollados en el marco del MDL - CER

**Proyecto 2**  
Proyecto: Generación eólica en Oaxaca - México



**La Venta II wind power plant**

**Descripción:** se trata de un proyecto de generación eólica en la región mexicana de Oaxaca que generará más de 300.000 MWh de energía renovable.

**Unidad:** CER (Certified Emission Reductions) acreditados por la UNFCCC (Convención Marco de las Naciones Unidas sobre el Cambio Climático).

**Beneficios asociados al proyecto:**

- Creación de empleo local: tanto en servicios de construcción, como en mantenimiento asociado al parque eólico. Asimismo, el personal de la región ha sido formado durante el proyecto para un futuro desarrollo de su actividad;
- Reducción de las emisiones de gases de efecto invernadero: gracias a este parque se reducen más de 358.000 tCO<sub>2</sub>e al año;
- Reducción del uso de combustibles fósiles: además de la reducción de emisiones de gases de efecto invernadero, el proyecto también ha logrado una importante mejora de la calidad del aire, logrando la reducción de las emisiones de SO<sub>2</sub> y NO<sub>x</sub> asociadas al uso de combustibles fósiles;
- Aumento del suministro eléctrico en la región: en México muchas regiones del país sufren un suministro insuficiente y la calidad de vida de sus habitantes debido a la falta de suministro energético de calidad. Gracias a este proyecto se apoyará el desarrollo de la región de manera sostenible.

## 2021 CO2e Emission Offsetting Projects

The annual recording of CO2 emissions makes it possible to compare the impact of the EMV's activity over the years.

	2019	2020	2021
Headquarters number for which this study is done	1	1	1
Number of workers	412	218	218
Total surface in m2	2.651	3.026	3.401
Consumed electricity in Kwh	130.748	51.697	32.982
Consumed paper in Kgs	381.599	54.580	655
Kms traveled by plane travel	4.701.724	872.213	320.123
Kms traveled by train travel	139.550	20.620	16.743
Kms traveled by intercity buses	19.340	2.211	3.028
M3 water consume	1.267	460	97
Kgs waste production (paper and paperboard)	1.600	533	200
Kgs waste production (plastics)	26.751	8.917	5.944
Kgs waste production (toners)	139	44	33
Waste units (PCs and printers)	71	3	2
Kms bus routes	8.980.509	1.204.681	952.044
Team meetings			2.676
Zoom meetings			3.888
E-mails issued			1.344.240
Summary of Europamundo general data			

The indicators chosen were:

- Total annual emissions in tCO2e/year,
- Emissions per employee from EMV offices in tCO2e/employee,
- Emissions per employee (offices and guides) EMV in tCO2e/employee,
- Emissions per m2 office EMV in kgCO2e/m2.

Two different indicators have been calculated for emissions per employee as some of the employees (guides) are not physically located in the EMV offices. The first indicator includes only office staff, and the second one comprises, in addition to this figure, the guides employed by EMV.

The values calculated since 2014 are shown in the table below:

INDICATORS	2014	2015	2016	2017	2018	2019	2020	2021
tCO2e / year	3.123	3.236	3.191	3.901	3.937	3.768	543	333
tCO2e / office staff	24	22	21	22	20	19	3	2
tCO2e / total people	9	10	9	11	10	10	2	1,41
tCO2e / m2	1,56	1,62	1,60	1,67	1,69	1,42	0,18	0,11

To better relate the evolution of EMV's emissions to its activity, we decided to add a battery of indicators related to the km travelled by the buses chartered by the entity.

INDICATORS	2014	2015	2016	2017	2018	2019	2020	2021
Km routes in bus	7.455.586	7.771.299	7.798.863	9.622.695	9.046.605	8.980.509	1.204.681	952.044
tCO2e / km route	0,42	0,42	0,41	0,41	0,44	0,42	0,45	0,35

In 2020 CO2 emissions have decreased by -85.60% compared to 2019, and in 2021 they fell by 38.59% compared to 2020 due to the continuation of the COVID 19 Pandemic and the

paralysis of our sector.

All emission sources analyzed in 2021 were reduced compared to 2019 and 2020, mainly due to the three most important parts of Europamundo's emissions, paper, business travel and bus routes.

A new item is incorporated, the digital usage derived from Zoom meetings, Team and company e-mails. The data needs to be verified quarterly due to the inadequate information given by the IT service companies, and an approximation has been made as realistic as possible.

Emission source	Emissions CO2 2019 ( tCO2e)	Emissions CO2 2020 ( tCO2e)	Emissions CO2 2021 ( tCO2e)	Variations 2019/2020 tCO2e	% 2019/2020 tCO2e	Variations 2020/2021 tCO2e	% 2020/2021 tCO2e
Electricity	21,10	1,79	0,68	-19,31	-0,92	-1,11	-0,62
paper consumed	363,54	50,36	0,62	-313,18	-0,86	-49,74	-0,99
Km travelled by plane	736,69	134,82	50,27	-601,87	-0,82	-84,55	-0,63
Km travelled by train	4,37	0,64	0,52	-3,73	-0,85	-0,12	-0,19
Km travelled by bus	0,56	0,06	0,09	-0,50	-0,89	0,03	0,50
water consumption	1,33	0,48	0,10	-0,85	-0,64	-0,38	-0,79
Kg of waste producti	3,19	0,29	0,13	-2,90	-0,91	-0,16	-0,55
KM bus routes	2.637,58	354,18	279,91	-2283,40	-0,87	-74,27	-0,21
Digital use			0,89			0,89	
<b>Total</b>	<b>3.768,36</b>	<b>542,62</b>	<b>333,21</b>	<b>-3225,74</b>	<b>-0,86</b>	<b>-209,41</b>	<b>-0,39</b>
Evolution by emission source for the last 3 years							

The "IPCC Guidelines for National Greenhouse Gas Inventories" manual prepared by the Intergovernmental Panel on Climate Change has been used as a reference framework for this study.

The methodology developed is as follows:

- Establish the boundaries of the assessment to identify the main emission sources.
- Collect activity data to quantify emission sources.
- Analyse the quality of data and data sources.
- Calculate emissions using the most appropriate conversion factors.
- Analyse the results and evaluate them.
- Establish plans for future action. Reduction and/or compensation plans.

As this is a voluntary initiative, this methodology aims for rigorous results. A compromise between accuracy and complexity has been sought. Finally, maximum transparency has been desired.

**GREENHOUSE GASES** There are six greenhouse gases recognized by the Kyoto Protocol: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), the group of hydrofluorocarbons (HFCs) and perfluorocarbons (PFCs) and sulphur hexafluoride (SF<sub>6</sub>).

In order to homogenize the individual effects of each gas on climate change, the emissions of the different greenhouse gases are converted into a "single currency": the CO<sub>2</sub> equivalent. This conversion is based on the "warming potential" of each gas, obtained by comparing the effect of the molecules of each gas with the impact of the CO<sub>2</sub> molecule.

Kyoto recognized gas	Warming potential (in 20 years)
<b>Carbon dioxide</b>	<b>1</b>
<b>Methane</b>	<b>86^4</b>
<b>Nitrous oxide</b>	<b>310</b>
<b>Perfluoroscabon (PFC)</b>	<b>6,500 - 9,200</b>
<b>Hidrofluoroscabon (HFC)</b>	<b>140 - 11,700</b>
<b>Sulfur Hexafluoride</b>	<b>23900</b>

### Offsetting CO2 emissions, "Europamundo neutral".

Europamundo started in 2014 to offset its CO2 emissions in a tree planting project in Limay (Nicaragua), planting approximately 60,000 trees by 2017. The report on CO2 emissions and their offsetting was carried out through Ecodes.

<https://takingroot.org/es/>

Project 1: Wind power generation in Tongliao (China)

Project 2: Reducing emissions in transport (Mexico)

Project 3: Avoided deforestation Brazil nut plantations (Peru)

At an average price per ton of 2.56 €.

In 2020, the 3,768 tons in 2019 were not offset due to the economic crisis caused in 2020 by the Covid pandemic and the situation of the tourism sector and our company.

In 2021, the 543 tons of CO2e from 2020 were offset in 2 projects:

Project 1: Hydroelectric generation in San Antonio (Brazil).

Project 2: Wind Power Generation in Oaxaca (Mexico)

[https://www.cloud-europamundo.com/files/2021\\_11/Propuesta\\_Compensacion\\_Europamundo\\_20211025\\_v2.pdf](https://www.cloud-europamundo.com/files/2021_11/Propuesta_Compensacion_Europamundo_20211025_v2.pdf)

In 2022, the 333 tonnes of CO2 from 2021 will be offset in the same projects, see picture on [page 114](#).

We have been CO2 neutral since 2014.





## 4.2. Energy consumption

EMV's commitment to sustainability contributes to SDG 7 Affordable and Non-Polluting Energy, SDG 13 Climate Action, and SDG 15 Life of Terrestrial Ecosystems has meant that in 20 we 21 have 100% clean, green energy from renewable sources through Gesternova, Aldro Energía and Energía Viva Nabalía in 2 of EMV's three facilities.



<https://gesternova.com> <https://nabalíaenergia.com>



<https://aldroenergia.com/>

Every year Optimiza Recursos, our energy advisor, analyses the tariffs of each of the companies, trying to offer us the best tariffs, but always clean energy, 100% renewable.



<https://optimizarecursos.com/es/home/>

In 2016, the first energy audit was carried out to conduct an Energy Study to ascertain the status and consumption of the different equipment in the facility and determine the most appropriate changes to be made to optimize the use of the equipment and ensure that its energy consumption is the minimum necessary to meet the needs required by the activity.

In November 2020, the second EMV energy audit was carried out:

### **4.3. Waste**

EMV efficiently manages its waste through a Sustainable Management System (SGS), a comprehensive system based on sustainability and aimed at improving the company's environmental performance through the recycling of all waste produced in the office, such as paper, toner, batteries, plastics, mobile phones, electronic equipment and plastic caps. In 2021, kgs200 of paper has been recycled in the office. We remain committed to our goal of reducing paper consumption to close to zero in the coming years. We have also recycled kgs5.944. Of plastic, 33 units of toner and two electronic equipment (PCs, screens and printers). All waste has a certificate of proper use of recycled material through municipal and private recycling companies and donations made to NGOs or schools of the sons and daughters of the company's staff.



**UNWTO - RED ACTUAR (COSTA RICA)**



**MEDICAL SOLIDARITY - RIO MANIQUE (BOLIVIA)**



## 5. Spain makes no progress in the fight against corruption and drops one point and two places in the Corruption Perceptions Index 2021 ranking.

<https://www.youtube.com/watch?v=GFsIYLEvzYY>

***The CPI 2021 reveals that corruption levels have stagnated over the past ten years amid an environment of human rights abuses and deteriorating democracy.***

25 January 2022.- Spain's score in the Corruption Perceptions Index (CPI) 2021, published today by Transparency International, has dropped one point compared to last year, obtaining on this occasion a score of 61/1001.

With this rating, Spain ranks 34/180th in the overall CPI ranking and Lithuania. This represents a drop of two positions concerning the CPI2020. On the other hand, Spain is ranked 14/27th in the European Union, dropping two places from last year.

According to the methodology used in the CPI, a difference of one point in one year, as Spain fell in 2021, is not statistically significant. However, it does reflect that a level of corruption remains latent in Spain that affects the proper functioning of democratic institutions and requires a call to action from public authorities, the private sector and civil society.

On a relative level, the report shows that Spain has worsened about several countries with which it shared a similar score and position in previous editions. Thus, several of the countries that in 2020 were below Spain in the ranking (Portugal, Lithuania, South Korea) now surpass our country. This year, those with higher scores but were nevertheless close in the order have moved further away (Barbados, Bahamas, Qatar). Finally, those countries that were well below Spain's position have reduced their gap significantly (Israel, Latvia, Saint Vincent and the Grenadines, Cape Verde) and are now very close to Spain. In the context of the European Union, and at a comparative level, Spain has been overtaken by two countries. It has always maintained an even relationship: Lithuania and Portugal.

In any case, Transparency International Spain believes that an economy such as Spain's, which ranks among the top 15 globally, should not be below 70 points in the Perceptions Index if it wants to maintain its image and competitiveness. Therefore, this year TI-Spain points out that reducing corruption is fundamental to guarantee political integrity and the proper functioning of democratic institutions.

### **Outstanding results and significant changes at the global level**

The CPI 2021 indicates that corruption levels stagnate globally, with little or no progress in 86% of the countries assessed over the past ten years. This index ranks 180 countries and territories according to the level of expert perception of public sector corruption in each, measured using data from 13 external sources, on a scale from zero (very corrupt) to one hundred (very clean), with only the following aspects measured: bribery, diversion of public funds (embezzlement), the preponderance of public officials using public office for personal gain, functioning of public institutions to prevent corruption and enforce rules, the existence of excessive bureaucratization that allows for increased opportunities for corruption, forms of access to public office and presence of nepotism, effective prosecution of officials, legal protection of whistleblowers, journalists and investigators, state capture by private interests, and civil society access to information on public affairs.



The average score remains at 43 points for the tenth consecutive year, and two-thirds of the countries do not reach 50/100.

At the top of the list are Denmark (88), Finland (88) and New Zealand (88). These three countries are also among the top ten in terms of civil liberties according to the Democracy Index.

Somalia (13), Syria (13) and South Sudan (11) again have the lowest scores in the index. Syria is also the last country in civil liberties (Somalia and South Sudan are not rated).

- 27 countries, such as Cyprus (53), Lebanon (24) and Honduras (23), have the lowest scores.

Over the last decade, 154 countries have deteriorated or have not made substantial progress.

Since 2012, 23 countries have fallen in the index, including advanced economies such as Australia (73rd), Canada (74th) and the United States (67th). The latter has dropped out of the top 25 for the first time.

Twenty-five countries have significantly improved their scores, including Estonia (74), Seychelles (70) and Armenia (49).<sup>5</sup>



## CORRUPTION PERCEPTION INDEX 2021

Organizations implement an ISO 19600 to ensure that their legal risks are adequately addressed. Especially since organizations that fail to demonstrate compliance with the requirements of this standard may become suspected of engaging in illegal practices, not to mention the possibility of being investigated by government agencies.

EMV is determined to implement a Risk Management system model according to ISO 19600. It was planned to do so in 2020. Still, given the economic situation caused by the COVID19 Pandemic, its implementation has been paralyzed until the financial crisis is normalized. We hope to be able to do the certification in 2023.

ISO 19600 is based on good governance, proportionality, transparency, and sustainability principles. ISO 19600 will be replaced by ISO 37301 which will be certifiable.

<sup>5</sup> Press release from Transparency International Spain, 25 January 2022.

Ultimately, the standard will bring the following benefits to EMV:

- It is a simplified and familiar approach as it has already implemented other management systems based on ISO or ICTE standards.
- Incorporation of critical elements from other standards, flexibly accepted.
- Opportunity to create a new way of looking at business.
- Demonstration to regulators of the organization's alignment with government and international compliance standards. Governmental and international compliance standards.
- Easy adaptation with a risk-based approach.
- Implementing a compliance-oriented organizational culture as a general rule is applied in all organizational contexts. Involved in all organizational contexts.
- Corporate decisions. The proposal of ISO 19600 is to contribute in a structured way so that in EMV, better organizational processes for decision integrity can be established. Organizational processes for integrity in corporate decisions can be built-in EMV.
- The development and embedding of this risk prevention program and the creation of an ethics-oriented culture will help the organization maintain a culture oriented to ethical issues will help the organization maintain the trustworthiness of compliance.

To meet the requirements of the EMV standard, it will work on the following measures:

- Drafting an anti-corruption policy and manual focusing on bribery and related offences. Related offences in the existing criminal risk manual.
- Communication of policies and manuals to stakeholders starting with employees, partners, employees, investors, external consultants etc.
- Appointment of a compliance officer to manage the anti-corruption program.
- Specific training for managers and employees in compliance and anti-corruption.
- Risk assessment and analysis to determine relevant risks and the potential for corruption within EMV. Of crime within EMV.
- Appropriate and proportionate measures to ensure that the organization and its stakeholders have sufficient controls to reduce the risk of corruption and have enough powers to reduce the risk arising from corruption.
- Appropriate control mechanisms ensure that employees respect the anti-corruption policy, e.g. a policy on gifts and entertainment. Anti-corruption policy, e.g. a policy on gifts and entertainment.
- Implementation of a communication channel that will make it possible to report non-compliance or doubts at any time. Doubts at any time. This channel is secure and guarantees that there can be no reprisals. Reprisals.

Regardless of whether Europamundo applies the ISO19600 certification standard or the forthcoming ISO 37301, our European parent company, JTB, requires us to follow the regulations in terms of:

- Anti-corruption regulation
- Anti-fraud policy
- Competition Law Regulation, on compliance with legal requirements in competition situations and activities.
- Intellectual property guidelines.



KUONI TRAVEL INVESTMENTS LTD.

KUONI TRAVEL INVESTMENTS LTD, SWITZERLAND

## EHQ Anti-Corruption Regulation

## EHQ Anti-Fraud Policy & Response Plan



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## EHQ Competition Law Regulation

on observing legal requirements in competitive situations and activities

## EHQ Intellectual Property Guideline

# Structure of the GRI Standards

Indicator	Description	Page
<b>GRI 102: General Disclosures</b>		
<b>1. Organizational profile</b>		
GRI 102-1	Name of the organization	21
GRI 102-2	Activities, brands, products and services	21
GRI 102-3	Location of headquarters	21
GRI 102-4	Location of operations	21, 22
GRI 102-5	Ownership and legal form	21
GRI 102-6	Markets served	21
GRI 102-7	Scale of the organization	21, 22
GRI 102-8	Information on employees and other workers	21, 22
GRI 102-9	Supply chain	22, 103
GRI 102-10	Significant changes to the organization and its supply chain	22
GRI 102-11	Precautionary Principle or approach	22
GRI 102-12	External initiatives	22, 23, 24
GRI 102-13	Membership of associations	32, 33, 34
<b>2. Strategy</b>		
GRI 102-14	Statement from senior decision-maker	28, 29, 30
GRI 102-15	Key impacts, risks, and opportunities	29, 30
<b>3. Ethics and integrity</b>		
GRI 102-16	Values, principles, standards, and norms of behaviour	63-70
GRI 102-17	Mechanisms for advice and concerns about ethics	69, 70
<b>4. Governance</b>		
GRI 102-18	Governance structure	27, 28, 29, 30
GRI 102-19	Delegating authority	28, 29
GRI 102-20	Executive-level responsibility for economic, environmental, and social topics	28, 29
GRI 102-21	Consulting stakeholders on economic, environmental and social topics	29
GRI 102-22	Composition of the highest governance body and its committees	26, 27, 28
GRI 102-23	Chair of the highest governance body	28
GRI 102-24	Nominating and selecting the highest governance body	28



GRI 102-25 Conflicts of interest	29
GRI 102-26 Role of highest governance body in setting purpose, values and strategy	28, 29
GRI 102-27 Collective knowledge of highest governance body	29
GRI 102-28 Evaluating the highest governance body's performance	28, 29
GRI 102-29 Identifying and managing economic, environmental and social impacts	25, 28, 29
GRI 102-30 Effectiveness of risk management processes	29
GRI 102-31 Review of economic, environmental, and social topics	27
GRI 102-32 Highest governance body's role in sustainability reporting	29
GRI 102-33 Communicating critical concerns	25, 29
GRI 102-34 Nature and total number of critical concerns	25, 26
GRI 102-35 Remuneration policies	30, 31, 32
GRI 102-36 Process for determining remuneration	30, 31, 32
GRI 102-37 Stakeholders involvement in remuneration	30, 31, 32
GRI 102-38 Annual total compensation ratio	30, 31, 32
GRI 102-39 Percentage increase in annual total compensation ratio	30, 31, 32

## 5. Stakeholder engagement

GRI 102-40 List of stakeholder groups	92
GRI 102-41 Collective bargaining agreements	94
GRI 102-42 Identifying and selecting stakeholders	91-105
GRI 102-43 Approach to stakeholder engagement	92, 93
GRI 102-44 Key topics and concerns raised	99, 100

## 6. Reporting practice

GRI 102-46 Defining report content and topic Boundaries	35
GRI 102-47 List of material topics	35
GRI 102-48 Restatements of information	16
GRI 102-49 Changes in reporting	16
GRI 102-50 Reporting period	16
GRI 102-51 Date of most recent report	16
GRI 102-52 Reporting cycle	16
GRI 102-53 Contact point for questions regarding the report	16
GRI 102-54 Claims of reporting in accordance with the GRI Standards	16
GRI 102-55 GRI content index	125-130
GRI 102-56 External assurance	16

## GRI 103: Management Approach

GRI 103-1 Explanation of the material topic and its Boundary	34
GRI 103-2 The management approach and its components	34
GRI 103-3 Evaluation of the management approach	34

## **GRI 200: Economic**

### **GRI 201: Economic Performance**

GRI 201-2	Defined benefit and other pension plan obligations	30
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### **GRI 202: Market Presence**

GRI 202-1	Ratios of standard entry level wage by gender compared to local minimum wage	65
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### **GRI 205: Anti-corruption**

GRI 205-1	Operations assessed for risks related to corruption	123, 124
GRI 205-2	Communication and training about anti-corruption policies and procedures	123, 124
GRI 205-3	Confirmed incidents of corruption and actions taken	123, 124

## **GRI 300: Environmental**

### **GRI 301: Materials**

GRI 301-2	Recycled input materials used	114, 115, 116
-----------	-------------------------------	---------------

### **GRI 302: Energy**

GRI 302-1	Energy consumption within the organization	113, 115, 116
GRI 302-4	Reduction of energy consumption	115, 116
GRI 302-5	Reductions in energy requirements of products and services	115, 116

### **GRI 304: Biodiversity**

GRI 304-2	Significant impacts of activities, products and services on biodiversity	53, 55
GRI 304-3	Habitats protected or restored	53, 55

### **GRI 305: Emissions**

GRI 305-1	Direct (Scope 1) GHG emissions	113
GRI 305-2	Energy indirect (Scope 2) GHG emissions	113
GRI 305-3	Other indirect (Scope 3) GHG emissions	114
GRI 305-4	GHG emissions intensity	115, 116
GRI 305-5	Reduction of GHG emissions	115, 116
GRI 305-6	Emissions of ozone-depleting substances (ODS)	117

## **GRI 400: Social**

### **GRI 401: Employment**

GRI 401-1 New employee hires and employee turnover	76
GRI 401-2 Benefits provided to full-time employees that are not provided to temporary or Part-time employees	82
GRI 401-3 Parental leave	76

### **GRI 403: Occupational Health and Safety**

GRI 403-1 Workers representation in formal joint management-worker health and safety Committees	82
GRI 403-2 Types of injury and rates of injury, occupational diseases, lost days, and Absenteeism and number of work-related fatalities	82
GRI 403-3 Workers with high incidence or high risk of diseases related to their occupation	82

### **GRI 404: Training and Education**

GRI 404-1 Average hours of training per year per employee	79, 80
GRI 404-2 Programs for upgrading employee skills and transition assistance programs	79, 80
GRI 404-3 Percentage of employees receiving regular performance and career development reviews	79, 80

### **GRI 405: Diversity and Equal Opportunity**

GRI 405-1 Diversity of governance bodies and employees	75
GRI 405-2 Ratio of basic salary and remuneration of women to men	75

### **GRI 406: Non-discrimination**

GRI 406-1 Incidents of discrimination and corrective actions taken	95, 96
--	--------

### **GRI 408: Child Labour**

GRI 408-1 Operations and suppliers at significant risk for incidents of child labour	88, 89
--	--------

#### **GRI 409: Forced or Compulsory Labour**

GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	89
-----------	---	----

#### **GRI 410: Security Practices**

GRI 410-1	Security personnel trained in human rights policies or procedures	89, 90
-----------	---	--------

#### **GRI 411: Rights of Indigenous Peoples**

GRI 411-1	Incidents of violations involving rights of indigenous peoples	90
-----------	--	----

#### **GRI 412: Human Rights Assessment**

GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	91
GRI 412-2	Employee training on human rights policies or procedures	91
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	91

#### **GRI 413: Local Communities**

GRI 413-1	Operations with local community engagement, impact assessments, and development programs	83-88
GRI 413-2	Operations with significant actual and potential negative impacts on local communities	83-88

#### **GRI 414: Supplier Social Assessment**

GRI 414-1	New suppliers that were screened using social criteria	103, 104
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FOTO DEL DÍA: París  
CIRCUITO:  
Europa Turística



AUTORA: Rocio Chavarría



FOTO DEL DÍA: Ronda  
CIRCUITO:  
Andalucía



AUTOR: Sergio Mediavilla



FOTO DEL DÍA: Agrigento  
CIRCUITO: Italia y Sicilia



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Tribute to Pepe Rivera, Founder of Solidaridad Médica - Volunteering in the Bolivian Amazon Rainforest

**"We did it because we didn't know it was impossible."**



Medical Solidarity - Volunteering in the Bolivian Amazon Rainforest

# OUR 2021 REPORT

10 YEARS OF  
EUROPAMUNDO  
FOUNDATION



*We all travel together*

## 2021 ANNUAL FOUNDATION REPORT



<https://www.cloud-europamundo.com/fundacion/files/2022-02/MEMORIA DE ACTIVIDADES 2021 DE LA FUNDACION EUROPAMUNDO 1.pdf>





**CORPORATE SOCIAL RESPONSIBILITY**

# **GREENHOUSE GAS (GHG) EMISSIONS REPORT**

**EUROPA MUNDO  
VACACACIONES 2021**







<b>Proyecto:</b>	Europamundo Solidario - Europamundo Refugio
<b>Entidad:</b>	Fundación Europamundo
<b>Fecha Inicio:</b>	Abril del 2020
<b>Presupuesto total:</b>	480.000 €



31.12.2021