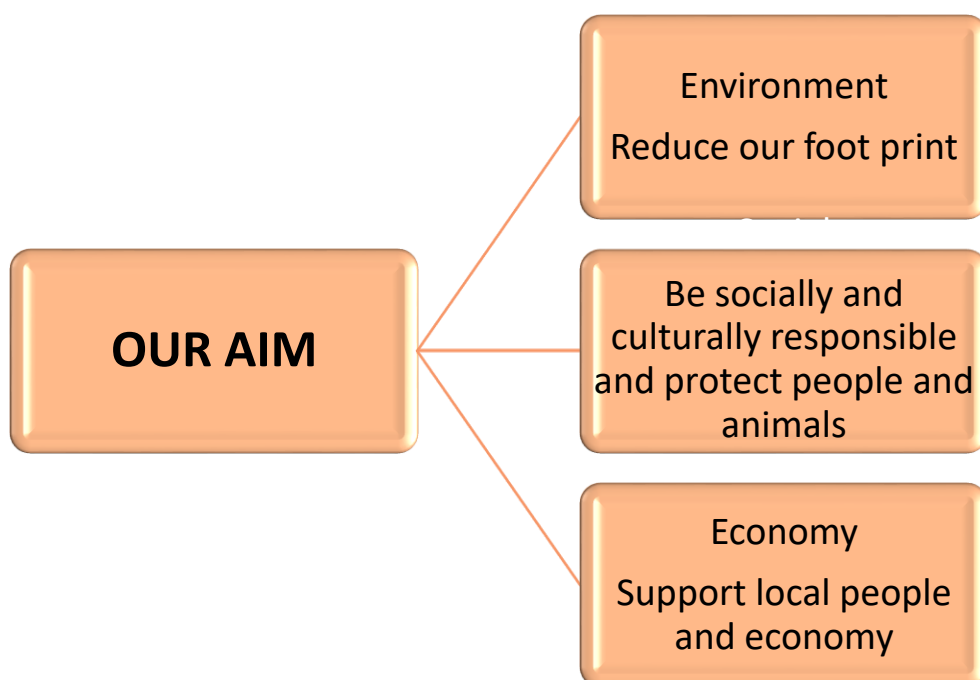


WE CARE ABOUT THE ENVIRONMENT



Acting Responsibly

OUR TRANSPORT

- We are committed to measure carbon emissions on our trips with the aim to reduce.

OUR ACCOMMODATIONS

- We prefer small boutique style hotels representing their countries' culture. We look for a personalized service and 'heart', with preference to responsible accommodation.
- We help our preferred partners in optimizing their sustainability best practices by offering training and suggestions.

OUR GUIDES

- Tour guides play a big part in tackling the challenges of sustainability in tourism. They are at the frontline of educating travelers and communities alike. We pick guides who are an inspirational example for sustainable travel behavior to protect our destinations and communities alike.

OUR EXCURSIONS

- All our providers understand our sustainability objectives and to empower them to think and act sustainable.
- We keep improving the overall sustainability of our excursions and making sure our best practices are being implemented.

OUR OFFICES

- We are committed to reducing the environmental footprint our offices leave and have developed.
- We have implemented best practices regarding Purchasing, Energy, Water, Waste management and the use of Paper. Caring for the environment is our priority.

WE BELIEVE

- We truly believe that responsible travel is the only way for the future of travel and that together we can make this world a better place.

Tunisian Travel Service

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Supply Policy

The main objective of this Supply Policy is to establish criteria and / or guidelines that contribute to the

management and acquisition of sustainable goods.

TTS and its personnel agree to adhere to the following when possible:

- Purchase of recycled, biodegradable, eco-friendly and or environmentally friendly products.
- Purchase of food products from local suppliers.
- Assure wholesale purchases are done, in volume and / or quantity. Example: toilet paper.
- Label products so that their use can be easily identified and designate a place for safe keeping. Example: label dish sponges' vs sponges used for cleaning common areas / safely store products with harmful chemicals.

- Assure that the purchase of products is necessary and that the item has been completely used before acquiring another.
- Adhere to the fixed and approved list of office goods.
- Designate a person in charge for the acquisition of products.
- Prioritize the purchase and use of refillable goods and items. Example: use a hand soap dispenser instead of purchasing single bottles of soap.
- Eliminate harmful and toxic products and replace them for more ecological and sustainable alternatives.
- Designate that plastic trash bags only be used in the areas of the kitchen not for desk wastepaper's.
- Remove trash bags from desk waste bins, as these are intended only for office trash; like papers, envelopes, etc.
- Never to promote or approve the misuse of flora and fauna for decorative or other purposes.

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Waste Reduction Policy

The primary aim of TTS Waste Reduction Policy is to minimize the amount of generated waste and to define the minimum practices which are to be employed throughout the company. We believe that the 3R method is the best way to manage and handle our waste:

- Reduce means: Minimize the amount of waste produced
- Re-use means: Re-use materials where ever possible
- Recycle means: Transfer waste to approved recycling plants to minimize environmental impact at TTS, the following efforts will be made and followed to limit, segregate, sort, collect and properly dispose of the generated waste following some basic rules.

REDUCTION

- Water for employees will be provided via water dispenser (water barrels) and or clean running tap water to avoid disposable plastic water bottles
- Materials will be ordered in bulk to reduce packaging

- Purchase criteria will favor recycled products
- Purchase criteria will favor reusable products
- Incentivize the use of little to no packaging material when making purchases
- Implement and follow the Printed Material Waste Reduction Policy
- Incentivize the reduction of unnecessary paper products such as post its and calendars (prefer digital options)

REUSE

- Re-use of paper (double sided printing, scrap paper, etc.)
- Re-use of plastic bags (garbage bags, grocery bags, etc.)
- Use of dispensers and refillable products (hand soap, cleaning products, etc.)
- Refilling of toners and ink cartridges
- Use of rechargeable batteries
- Re-use of holiday decorations

RECYCLE

- Paper
- Plastic
- Batteries
- Electronic waste (via specialized local companies)

Any waste that cannot be reused or recycled will be transported and disposed of in accordance with national legislation and in accordance to the law.

Single use method

Staff Travel Policy

TTS requests that its staff be mindful of the environmental impact when travelling to/from work and while traveling for business purposes. Most means of transportation are major greenhouse gas contributors. Therefore, employees should understand the effect of their actions, travel patterns and strive to be the most efficient possible by implementing one or more of the actions or travel methods below.

TRAVELLING TO/FROM WORK

- Walk
- Bike
- Use public transportation
- Carpool

FAMILIARIZATION TRIPS AND BUSINESS TRAVELS

- Replace in person visits with video chat or teleconferencing
- Reduce the frequency of business travel by combining overseas trade fair visits and door-to-door meetings into one trip
- Select direct routes that require less fuel
- Opt for public transportation to/from the airport
- Pack lightly (lighter planes and cars burn less fuel and gasoline)
- Book / stay at hotels which are environmentally certified or offer environmentally friendly practices

Printed Material Waste Reduction Policy

The company and its Marketing department, along with all employees commit to the following guidelines in regards to printed material and reducing wastage.

- Assess and evaluate the number of printed material needed.
- Order only the necessary quantities.
- When possible, avoid printing dates, prices or other time sensitive elements.
- When possible utilize online channels and social media for promotion.
- Work with print companies that allow small orders.

Energy Reduction Policy

TTS strives to use energy in an efficient and conscientious manner. Under this policy, energy management is key in order to maximize cost-effectiveness, reduction and assure environmental responsibility. TTS commits to the following:

- Comply with all national energy regulations and codes of practice.
- The "Switch-off" Policy is implemented and followed.

- Use of motion detector lighting for basement and exteriors (when applicable).
- Use of energy saving light bulbs (such as LED).
- Raise employee awareness.
- Consultation with an expert, energy reduction firm to understand and assess energy use and decrease objectives.
- Responsibly energy consumption.
- Demonstrate leadership in the industry, by reducing environmental impacts associated with energy use.

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“Switch-Off” Policy

TTS staff and employees at all levels and at every office commit to the following:

- Office lights will be switched-off when the space is not being used and /or at night.
- Computers and laptops will be switched-off when not being used, employees take their lunch breaks and / or at night.
- Printers will be switched-off at night.
- Office thermostats will be monitored.
- Doors and windows will be kept closed when heating is on.
- Electrical appliances will be disconnected when not being used and/ or at night.
- Motion detector lighting for basement and exteriors (when applicable).
- When equipment cannot be switched-off, it will be set by default to energy saving

Animal and Wildlife Policy

TTS recognizes that certain activities in the tourism industry may have significant impacts on animal welfare and wildlife. Therefore, the following policy has been set in place for safeguarding reasons. It is applicable for TTS and its providers, focusing on nature, interaction with animals, animals managed by humans and animals used in businesses.

- All animals have regular, daily access to adequate and clean drinking water.
- All animals are fed appropriate food via a feeding routine that encourages natural behavior.
- In captivity, enclosures or methods used to contain animals allow for free movement and exercise as well as sufficient distance from other animals in the case of conflict.
- In captivity, enclosures include natural elements that aid in environmental enrichment and encourage normal animal behavior.
- In captivity, all animals should be able to seek shelter from weather and privacy from view.
- In captivity, enclosures are clean, hygienic and well maintained.
- The facility, provider, owner or person responsible for the animal(s) employs a vet who is knowledgeable and experienced in health and welfare of the relevant animals (either employed on site or externally contracted).
- Under no circumstances will the animal be sedated unless it is for the purpose of genuine medical treatment, under the guidance of an appropriately trained vet.
- Under no circumstances will the animal be surgically modified (skin, tissues, teeth or bones), with the exception of life threatening or accredited medical motives.
- Where customers are permitted to be photographed with animals, this should be free from evidence of bad practice.
- Complete, accurate animal stock-lists, veterinary records and any appropriate licenses or permits should be up to date and available for inspection. The required paperwork should be in place for any animals that have been acquired from the wild.
- Where animals are involved in performances, they should involve natural behaviors and free from bad practice. Training methods should be based on positive reinforcement only.
- Tethering and hobbling should be discouraged and where unavoidable should only be conducted using appropriate materials and methods that do not cause risk to the animal's welfare. Tethering should be for a limited time: no more than a few hours per day. The animals should be able to walk, lie down and stand up without putting tension on the tether, and reach basic resources like food, water and shade. They should be regularly monitored.
- Young, pregnant, nursing, injured, ill, distressed or elderly animals should not be ridden, or be required to carry/pull loads.
- Equipment for animals should fit, not causing injury, and should be cleaned and dried after use. Equipment should be removed during rest periods and ideally when eating/drinking.
- Animals should train and work within their physical capabilities. Loads should be equivalent to the animal's size and ability.

- Animal work should not be in the hottest part of the day and animals should have regular rest periods (at least an hour between working periods).
- Exhibition of whales, dolphins or other marine mammals must follow best practice standards as well as comply with local and national law.
- Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local and national law.
- Excursions which include interactions with wildlife must comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized, rehabilitated, and there is a compensatory contribution to conservation management.

To ensure these policies are followed and respected, TTS will periodically conduct site inspections and or other forms of investigation. In the case on non-compliance, TTS will offer advice and support with the aim of finding a solution. If a resolution cannot be met, TTS will sever its ties with the service and or its providers. Under no circumstances will TTS promote or sell excursions that involve unacceptable animal or wildlife practices.

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Sustainability Monitoring & Evaluation

As classified among the most important parts of the Environmental Management System, the company's general manager and sustainable coordinator monitor the overall progress and results of the sustainability policies, objectives and targets regularly. Specifically, the sustainable coordinator sends comprehensive reports to the general manager detailing current actions, plans, progress and any possible issues. The general manager continuously evaluates if there needs to be adjustments or if any particular items need discussing. Based on this, the sustainable coordinator then relays information to key staff members. When relevant, meetings may take place to review or implement specific items or key details.

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***** TTS SUSTAINABILITY POLICY *****

	MEANS	TARGET	MISSION
Social management	No forced labor	Create an adequate & safe working environment	Support social policy and universal human rights
	Formal employee contacts		
	Health and safety policy		
	Equal opportunities		
	No discrimination		
	No child labor		
	Measurement of employee satisfaction		
	Opportunities for personal development		
	Freedom of expression		
	Compliance with legal legislation, regulations and codes of conduct		
Environmental management	Sustainability monitoring and evaluation	Commit to sustainability	Reduce environmental impact
	Waste reduction and recycling policy		
	Print in paper saving modes		
	Print on environmental friendly paper		
	"Switch off" policy		
	Energy reduction policy		
	Use of environmental friendly transport options when possible		
	Use of harmless cleaning materials		
	Compliance with national waste legislation		
	Compliance with waste water		

	<p>treatment national regulations</p> <p>Compliance of land use and construction regulations</p> <p>Awareness of illegal souvenirs</p> <p>Wildlife protection and harvesting policy</p> <p>Minimization of disturbance in natural ecosystems</p>		
Services	<p>Providers comply with local and national regulations</p> <p>Transport providers comply with legal requirements for safety</p> <p>Basic sustainability clauses included in provider contracts</p> <p>Excursions attended by skilled / certified guides</p> <p>Locals employed throughout operations</p> <p>Clear codes of conduct</p> <p>Preference to local goods and services</p> <p>Pay of fair living wage</p> <p>Sustainability guidance given to guides and providers</p>	Insure economic & social benefits to communities and providers	Strengthen partner & public relations
Consumers	<p>Insurance of customer privacy</p> <p>Accurate and quality sales information</p> <p>Clear information about commitment to sustainability</p> <p>Provide information about surroundings and cultural heritage sites</p> <p>Provide information about health, safety risks and precautions</p> <p>Availability of contact person and</p>	Build experiences	Protect customers & create commercial growth

	permanent emergency number		
	Encouragement to use local restaurants and shops		
	Transparent information		
	Systematic measuring of client satisfaction		
	Promotion of sustainable options		