

Sustainability report - 2026

TUNISIAN TRAVEL SERVICE Travelife Certified



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1. Reporting context

This Travelife Report 2025 presents the sustainability commitments, policies, actions, and progress of TTS (Inbound Travel Agency) within the framework of the TTS Group CSR Strategy.

TTS operates as a receptive (inbound) travel agency in Tunisia, delivering services on behalf of international tour operators. As such, TTS does not sell travel packages directly to end customers, but plays a key operational role in accommodation contracting, transport, excursions, guiding services, and destination management. The scope of this report therefore focuses on areas where TTS has direct operational control or significant influence, including suppliers, guides, transport services, excursions, and destination-level practices.

The report covers the period 2024–2025 and is based on:

- The Travelife criteria and certification framework
- Results and improvement actions identified through the Travelife assessment
- Alignment with the EcoVadis assessment results
- Inputs from internal analyses, including double materiality assessment, environmental analysis, and occupational health and safety (OHS) risk assessment conducted at Group level

The Quality & Sustainability Manager of TTS Group, acting as Travelife Coordinator, is responsible for coordinating data collection, monitoring progress, and reporting. Sustainability actions and objectives are managed through the Group Sustainability Action Plan and monitored via the QualiproXL quality management system.

This report aims to:

- Provide a transparent overview of TTS's sustainability approach and performance
- Describe actions implemented, in progress, or planned
- Identify challenges specific to the Tunisian context and the inbound tourism model
- Demonstrate continuous improvement and long-term commitment to responsible tourism

The Travelife Report 2025 serves as both an internal management tool and a reference document for stakeholders, including tour operators, partners, employees, and certification bodies.

2. Company data

TUNISIAN TRAVEL SERVICE

TTs ZONE INDUSTRIELLE SIDI ABDELHAMID
4061 SOUSSE
www.tts.com.tn
a.badri@tts.com.tn

Tourist volume	>50000
Number of employees	>250
Type of tourism	Sun and Beach tourism,City trips,Culture, history and art,Round tours,Village and Community Based Tourism (CBT)
Special target groups	Youth and students,Singles,Seniors,Families with children,Business people
Destinations offered	North Africa

Sustainability coordinator

Haifa Gargouri
a.badri@tts.com.tn

3. Introduction

TTS is committed to developing responsible and sustainable tourism practices that contribute positively to destinations, local communities, and the environment. As an **inbound travel agency operating in Tunisia**, TTS plays a central role in the organisation and delivery of tourism services on behalf of international tour operators, including accommodation contracting, transport, excursions, guiding services, and destination management.

In line with the **CSR strategy of TTS Group**, sustainability is integrated into TTS's operational, social, environmental, and governance practices. This commitment is guided by international standards and best practices, including the **Travelife certification framework**, and is aligned with continuous improvement initiatives such as **EcoVadis**.

This **Travelife Report 2025** presents the policies, actions, and progress of TTS in implementing responsible tourism principles. It highlights both achievements and areas for improvement, taking into account the specific context of the Tunisian tourism market and the role of an inbound agency within the tourism value chain.

The report reflects a structured approach to sustainability, supported by management commitment, employee involvement, and close collaboration with partners and suppliers. It demonstrates TTS's ambition to strengthen transparency, accountability, and long-term positive impact, while contributing to the preservation of destinations and the quality of visitor experiences.

4.Mission statement & policy

4.1 Mission statement

Our mission is to design and deliver authentic, high-quality, and responsible travel experiences in Tunisia, while creating sustainable value for our clients, employees, partners, and local communities.

As an inbound travel agency, TTS is committed to operating with integrity, transparency, and professionalism, promoting ethical tourism practices that respect people, cultures, biodiversity, and natural resources. Through close collaboration with our partners and continuous improvement, we aim to contribute to the long-term sustainability and resilience of destinations, in line with international standards and the CSR strategy of TTS Group.

4.2 Policy

https://www.tts.com.tn/wp-content/uploads/2025/04/Sustainable_Development_Charter.pdf

5. Assessment overview

Main theme	Criteria	Completed	
0. Company characteristics	26	26	
1. Sustainability management & legal compliance	34	33	1
2. Internal management: social policy & human rights	28	26	2
3. Internal management: environment and community relations	64	58	6
4. Inbound partner agencies	16	16	
5. Transport	10	9	1
6. Accommodations	16	16	
7. Activities	15	14	1
8. Tour leaders, local representatives, and guides	11	10	1
9. Destinations	11	9	2
10. Customer communication and protection	30	28	2

6. Detailed overview

0. Company characteristics

26

Contact details

2

Action			Details
0.1. Sustainability coordinator			Haifa Gargouri qualitymanager@tts.com.tn 0021628983552
0.2. General manager/CEO			ABDESSATTAR BADRI a.badri@tts.com.tn +21698337544

Organization structure

6

Action			Details
0.3. Legal body			Tunisian Travel Service Tunisia, Executive management.

			15/02/1997	
			 Extrait Registre de commerce TTS.pdf	
0.4. Ownership structure	✓	✓	TTS is a family company  Structure du capital TTS.pdf	
0.5. Participations	✓	✓	TTS is a family company, we do not participate in other companies.  Structure du capital TTS.pdf	
0.6. Internal structure and branches	✓	✓	 Structure du capital TTS.pdf  Filiales.png	
0.7. Significant changes	✓	✓	There have been no changes since the last 5 years.	
0.8. Awards	✓	✓	TTS is the first travel agency in the world to have obtained the prestigious CRISTAL “POSI Check” and Cristal “Security Check” certifications from Cristal International Standards. Obtaining these certifications is a guarantee compliance with health and safety standards while providing quality service to customers.	

We submitted an application for an EcoVadis medal

Scope of certification

3

Action	 	Details
0.9. Scope	 	Founded in 1968, TTS is a leading incoming travel agency dedicated to providing exceptional travel services across Tunisia. Each year, TTS proudly serves more than 1.5 million clients, offering a wide range of services, including transfers, excursions, and trips. Our headquarters is located in Tunis, with a main office in Sousse and branches in Djerba, Hammamet, and Sousse.
0.10. Scope changes	 	No changes, first time reporting certified
0.11. Measurement changes	 	No Changes, first time reporting certified

Brands, products, and/or services

9

Action			Details
0.12. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator, Land transport, Travel agency (leisure)
0.13. Brands (within the scope of the certification)			
0.14. Key business segments / brands			
0.15. Contracted suppliers			
0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.			City tour Visiting traditional communities
0.17. Passenger number Estimate the number of passengers your company accommodates annually			>50000
0.18. Tourism types			Sun and Beach tourism, City trips, Culture, history and art, Round tours, Village and Community Based Tourism (CBT)

0.19. Target groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Youth and students,Singles,Seniors,Families with children,Business people
0.20. Destinations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	North Africa

Offices, retail outlets and other buildings

3

Action			Details
0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope? Describe the number, locations and ownership of the retail outlets used by the company. You can summarize in case of many locations (e.g. divide over region or brand).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
0.23. Other buildings Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Personnel

2

Action			Details
0.24. Number of employees			>250
0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate):			

Public communication

1

Action			Details
0.26. Brands under Travelife scope			

1. Sustainability management & legal compliance

33

1

Engagement of company

7

Action	 	Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).	 	Haifa Gargouri  FICHE DE FONCTION_Quality _ Sustainability manager TTS group.pdf
1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.	 	 TTS Management integration.xlsx
1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.	 	Management is committed to providing adequate human and financial resources for the effective implementation of the sustainability policy. An approximate annual budget of 400,000 TND is allocated to sustainability-related activities, including around 300,000 TND dedicated to training and capacity-building initiatives. These resources support the implementation of sustainability actions, employee training, partner engagement, and continuous improvement in line with the TTS Group CSR strategy and the Travelife framework.

		 Committed resources 2026.xlsx
1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).	 	<p>TTS Group is fully involved in the economic development of Tunisia since 1968. Ranked among the 10 largest economic groups in Tunisia, TTS Group and its subsidiaries operate in different key sectors of the Tunisian economy.</p> <p>The most important tourist operator in the country with more than 200 vehicles, the incoming TTS agency transports more than one million tourists a year. TTS hotels: 6 hotels totaling more than 6000 beds As a majority shareholder in Nouvelair, the first private airline in Tunisia, TTS Group is the largest private player in the aviation industry in Tunisia. Through significant equity investments, TTS Group is active in the financial, real estate, and industrial sectors. We aim to support a sustainable society by minimizing and mitigating negative impacts on the natural environment.</p> <p>As an industry we are resilient, inclusive, and innovative. We work together to provide strong benefits to the people and places of Tunisia. We strive to restore, protect, and enhance our natural environment while achieving economic goals and providing quality experiences that delight our visitors.</p> <p>The guardianship and protection of our natural, built and cultural resources for the benefit of current and future generations.</p> <p>Showing respect, hospitality, generosity and care for others.</p> <p>A relationship through shared experiences and working together which provides people with a sense of belonging.</p> <p>It is good to remember the past, but wisdom comes from being able to prepare opportunities for the future.</p> <p>https://www.tts.com.tn/developpement-durable/</p>

			 Code ethique TTS Group.pdf
1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.	✓	✓	<p>TTS coordinator (Haifa Gargouri) have done Travelife's Sustainability training and passed the exam.</p> <p>Company learning monitor No workshop information for this company</p>  Travelife Auditor certificate.pdf  Travelife Coach certificate.pdf  Travelife sustainability management_certificate.pdf  Travelife_personal_certificate.pdf
1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.	✓	—	<p>Currently, the General Manager has successfully completed the Travelife training. The training of all other managers is scheduled for 2026 as part of the Group's sustainability capacity-building plan.</p> <p>1</p>
1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses,	✓	—	<p>none other than the basic training</p> 

specific courses).

 Rapport de formation achat responsable.pdf
 Rapport de formation_environnement.pdf
 Rapport de formation_Éthique.pdf
 Rapport de formation_Sociale.pdf

Social cooperation

2

1

Action	 	Details
1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	 	TTS is a member of the FTAV (Tunisian Federation of Travel Agencies). TTS supports the Hotels College. TTS is a stakeholder in the “Sustainable Tourism Promotion” project funded by GIZ.
1.9. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .	 	
1.10. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).	 	For more than 30 years TTS group has chaired ALKARAMA, a charity whose mission is to help people in precarious situations https://www.tts.com.tn/engagements/

Baseline assessment

2

Action			Details
1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.	✓	✓	An evaluation system is in place and checklist will be sent to all supply chain businesses  Checklist_RSE_TTS_Bilingual.xlsx
1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	✓	

Policy

2

Action			Details
1.13. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.	✓	✓	https://www.tts.com.tn/developpement-durable/ https://www.tts.com.tn/en/sustainability/ https://www.tts.com.tn/wp-content/uploads/2025/04/Politique_de_developpement_durable.pdf https://www.tts.com.tn/wp-content/uploads/2025/04/Sustainable_Development_Charter.pdf

			 Charte DD_TTS Group_2025.pdf
1.14. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).	✓	✓	<p>https://www.tts.com.tn/developpement-durable/</p> <p>https://www.tts.com.tn/en/sustainability/</p> <p>https://www.tts.com.tn/wp-content/uploads/2025/04/Politique_de_developpement_durable.pdf</p> <p>https://www.tts.com.tn/wp-content/uploads/2025/04/Sustainable_Development_Charter.pdf</p>

Action plan

3

Action	 	Details	
1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓	✓	The company has a formal Sustainability Action Plan in place, managed by the Quality & Sustainability Manager of TTS Group, who also acts as the Travelife Coordinator. The TTS Sustainable Development Action Plan was developed as part of the Group's CSR strategy, following a double materiality assessment, an environmental analysis, and an occupational

		<p>health and safety (OHS) risk analysis.</p> <p>The action plan defines clear objectives, actions, indicators, responsibilities, and timelines, and integrates improvement actions arising from both Travelife and EcoVadis assessments. It is coordinated, managed, and monitored by the TTS Group Quality & Sustainable. To ensure effective implementation and transparency, the action plan is monitored in real time through the quality management software QualiproXL, allowing continuous tracking of progress, responsibilities, and achievement of targets.</p>
<p>1.16. Staff involvement</p> <p>The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	<p>Management actively involves employees in the development and implementation of the Sustainability Action Plan and recognises them as a key driving force for continuous sustainability improvement.</p> <p>Key staff members were trained on Travelife requirements in 2022. In the framework of the EcoVadis project and the Travelife certification process, several training sessions have been delivered covering the following topics:</p> <ul style="list-style-type: none"> CSR strategy development, sustainability challenges, and international legal frameworks Environmental management Human rights Responsible purchasing <p>In addition, a new Travelife training module has been developed, and a second training session is planned for 2026. This session will further strengthen internal capacity and will also be used to present and explain the overall Sustainability Action Plan, ensuring staff engagement, ownership, and effective implementation.</p>

		 Rapport de formation_environnement.pdf  Rapport de formation_Éthique.pdf  Rapport de formation achat responsable.pdf  Rapport de formation_Sociale.pdf  Mails de réunions.docx  Présentation DD.pptx	
1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.	✓	✓	We have equipped our sales team with tools to easily identify and promote sustainable (summary and dashboard)  Checklist_RSE_TTS_Bilingual.xlsx

Monitoring and evaluation

5

Action	 	Details	
1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.	✓	✓	The General Manager and Sustainability Coordinator monitor the implementation and results of sustainability policies, objectives, and targets. The Coordinator reports regularly to the General Manager, who reviews progress and determines necessary actions. Relevant information is then communicated to key staff, and meetings are held when needed. In addition, TTS evaluates its sustainability performance through the ECOVAID Score, which is expected to improve annually.

			 Email mise en oeuvre plan d_action travelife.docx
1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.	✓	✓	The company has established procedures to identify discrepancies between planned objectives and implemented actions. These procedures are supported by the use of the Qualipro quality management software, which enables the systematic identification of root causes, the definition and implementation of corrective actions, and the monitoring of their effectiveness over time. Evidence of corrective measures and their efficiency is documented and traceable within the system. https://www.qualipro-qms.com/
1.20. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.	✓	✓	TTS staff members are updated on the sustainability policy that we implemented, as for its activities, everytime there is a change about a detail or an activity.
1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.	✓	✓	TTS maintains structured records to demonstrate conformity with the requirements of its sustainability management system. Records are kept in both internal management systems and the Travelife online platform, where applicable. Documentation includes, for example: Sustainability policies and procedures Action plans and progress monitoring Training records and attendance lists Supplier evaluations and self-assessment questionnaires

			<p>Meeting minutes, management review reports, and corrective actions</p> <p>Evidence related to Travelife and EcoVadis assessments</p> <p>Records are centrally managed and monitored through the QualiproXL quality management system, ensuring traceability, version control, and accessibility. The Quality & Sustainability Manager of TTS Group (Travelife Coordinator) is responsible for verifying conformity, validating evidence, and ensuring ongoing compliance with sustainability requirements.</p> <p>Records and proofs uploaded to the Travelife online system are also used as official evidence of conformity and are reviewed regularly as part of continuous improvement and internal control processes.</p>
1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).	✓	✓	<p>TTS has a centralised system in place to monitor the sustainability performance of its main branches and subsidiaries. Sustainability evaluation and monitoring are coordinated at TTS Group level to ensure consistency, alignment with the Group CSR strategy, and comparability of results across all entities.</p> <p>Records related to sustainability performance are maintained centrally and include:</p> <ul style="list-style-type: none"> Sustainability action plans and progress reports Performance indicators (KPIs) and monitoring results Training records and awareness actions Supplier and partner evaluations Corrective and improvement actions <p>These records are stored and monitored through the QualiproXL quality management system,</p>

which enables structured documentation, traceability, and follow-up.

The Quality & Sustainability Manager of TTS Group, acting as Travelife Coordinator, is responsible for overseeing sustainability performance across all branches and subsidiaries, validating compliance, and reporting results to top management. Branch managers contribute by implementing actions locally and providing the required data for central monitoring.

This centralised approach ensures effective oversight, continuous improvement, and harmonised sustainability performance across the Group.

External reporting and communication

4

Action			Details
1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.	✓	✓	<p>At least once a year, the Sustainability Coordinator of TTS Group (Quality & Sustainability Manager / Travelife Coordinator) reports to top management of TTS Group on the implementation and effectiveness of sustainability policies and actions across all TTS Group subsidiaries, in line with the Group's top-down CSR strategy.</p> <p>This reporting is carried out through a formal management review process, based on:</p> <ul style="list-style-type: none"> The Travelife Sustainability Report The Travelife Action Plan, integrated into the Group's Sustainability Action Plan Progress data and performance indicators monitored via the QualiproXL quality management system <p>Actions resulting from this management review are cascaded to all subsidiaries, including TTS</p>

		<p>(inbound travel agency). The implementation progress and results are subsequently reported back to the General Manager of TTS, who is directly involved in the Travelife process.</p> <p>The annual report includes:</p> <ul style="list-style-type: none">An overview of implemented sustainability policies and actionsThe status of objectives, KPIs, and timelinesIdentification of gaps, risks, and improvement opportunitiesRecommendations and priorities for the next reporting period <p>The report is presented to top management (General Management and relevant department heads) and discussed during management meetings. Management reviews the results, validates strategic priorities, allocates resources where necessary, and approves corrective and improvement actions to be integrated into the updated Sustainability Action Plan.</p> <p>All decisions and follow-up actions are documented and monitored through QualiproXL, ensuring traceability, accountability, and continuous improvement.</p> <p>The Travelife Sustainability Report, in combination with the Travelife Action Plan, therefore serves as the formal management reporting tool for sustainability performance and strategic decision-making.</p>
1.24. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓
1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓

1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	✓	✓	
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Legal compliance and fair business practices

8

Action			Details
1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).	✓	✓	 Veille réglementaire et normative_TTS.xlsx
1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.	✓	✓	To the best of our knowledge, our company is in compliance with all legal requirements in the field of health & safety, labour, environment and ethical standards
1.29. Ethical code The company has an ethical code for all management levels and for other employees.	✓	✓	 Code ethique TTS Group.pdf
1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.	✓	✓	 Politique anti corruption.pdf
1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.	✓	✓	

<p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>TTS does not develop or engage in activities that violate antitrust laws or unfair-competition legislation. We conduct our business in compliance with applicable competition laws. To the best of our knowledge, there are no ongoing antitrust or unfair-competition investigations involving our company.</p>
<p>1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>To date, no sanctions have been imposed on the company for non-compliance with legal requirements or ethical principles.</p> <p>In the event that a non-compliance were to occur, the company commits to:</p> <ul style="list-style-type: none"> identify and document the root cause of the non-compliance, implement appropriate corrective and preventive measures, monitor the effectiveness of these measures, and report transparently on the issue and actions taken to relevant stakeholders.
<p>1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>We hereby declare that the company does not maintain any business relationship or association with entities that have been successfully prosecuted for forced labour or serious environmental violations.</p> <p>The company applies due diligence procedures within its supply chain, including:</p> <ul style="list-style-type: none"> the selection of suppliers based on legal, ethical, and sustainability criteria, the inclusion of contractual clauses related to labour standards and environmental compliance, and the right to review, suspend, or terminate cooperation in case of identified non-

compliance.

2. Internal management: social policy & human rights

26

2

Social policy and human rights

24

1

Action	 	Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	 	<p>Our company fully complies with Tunisian labor legislation, which guarantees freedom of association and the right to join trade unions. We do not hinder, restrict, or interfere in any way with trade union membership.</p> <p>This principle is expressly stipulated in our internal regulations, notably in Articles 23 and 24, which affirm employees' right to freedom of association and trade union membership. Trade union representatives are present within the company, and employees are free to join a legally recognized trade union of their choice, in accordance with applicable laws and regulations.</p> <p> code_de_travailpdf.pdf  نظام داخلي خاص بوكالات الأسفار.docx</p>
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).	 	<p>A collective labour agreement applicable to travel agencies exists in Tunisia and is applied by the company in accordance with Tunisian labour legislation.</p> <p> convention collective des agences de voyages.pdf</p>
2.3. No forced labour Employees are free to enter or leave their employment through their own	 	<p>Employees are free to enter into or terminate their employment by their own choice, in accordance with the terms and conditions of their employment contracts and applicable</p>

choice without penalty (in accordance with their contract).		Tunisian labour legislation, without undue penalty.
2.4. HR Manual The company has a written Human Resource policy.	✓	<p>Our Human Resources policy is based on full compliance with Tunisian labour legislation, the sectoral collective labour agreement applicable to travel agencies, and the company's internal regulations. Employment relationships are formalized through written contracts that clearly define job roles, qualifications, probation periods, working hours, remuneration, social security coverage, leave entitlements, and termination conditions.</p> <p>The company ensures fair recruitment, equal treatment, and respect for employees' rights, including freedom of association, trade union membership, and employee representation. Clear rules govern working conditions, discipline, confidentiality, health and safety, professional conduct, and data protection, in line with applicable laws and internal procedures. Employee dialogue is promoted through trade union representatives and the company advisory committee.</p> <p>This HR policy aims to provide a transparent, safe, respectful, and compliant working environment while supporting professional development and organizational efficiency.</p>  نظام داخلي خاص بوكالات الأسفار.docx
2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	<p>The company employs staff in accordance with Tunisian labour legislation. Employment relationships are formalized through written contracts that define employees' rights and obligations, including job role, working hours, remuneration, probation period, social security coverage, and termination conditions. These contracts are governed by Tunisian labour law, the sectoral collective labour agreement applicable to travel agencies, and the company's internal regulations.</p>

			 Contrat de travail à durée indéterminé V 2025.pdf
2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	<p>The legal minimum wage (SMIG) required under Tunisian regulations is lower than the living wage estimated for Tunisia. The company ensures that all its employees receive a living wage that meets or exceeds the nationally declared living wage level. This commitment is confirmed through our 2025 living wage evaluation.</p> <p> evidence salaire.pdf</p> <p> Evaluation Living Wage_TTS_2025.xlsx</p>
2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	✓	<p>Employees may occasionally be required to work beyond their contracted hours due to operational needs. Any additional working time is managed in strict compliance with Tunisian labour legislation and the sectoral collective labour agreement applicable to travel agencies.</p> <p>Overtime work is either compensated financially in accordance with the legally applicable overtime rates or, where permitted, offset by equivalent rest time, as defined by law and internal procedures. Overtime is monitored, recorded, and authorized by management to ensure transparency, fairness, and compliance with employees' contractual rights.</p> <p>Overtime payments are clearly indicated on employees' payslips, highlighted in yellow on the annexed documents, ensuring transparency and traceability.</p> <p> FICHE DE PAIE CHAUFFEUR.pdf</p>
2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	<p>Employees are covered by the national social security and health insurance system in accordance with Tunisian legislation. Contributions to the national social security and health insurance scheme are clearly indicated in green on the payslips.</p>

		<p>In addition, the company provides group insurance for all employees, with the corresponding insurance contributions also highlighted in green on the payslips, ensuring transparency and traceability. Furthermore, individual accident insurance coverage is provided for drivers, ensuring additional protection related to the nature of their duties.</p>
		 FICHE DE PAIE CHAUFFEUR_Assurance.pdf
2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	✓ ✓	<p>The company offers pregnancy and maternity leave schemes for all eligible employees in full compliance with Tunisian labour legislation. These provisions are expressly defined in Article 15 (Exceptional and Family Leave) of the company's internal regulations, which detail maternity leave, paternity leave, breastfeeding breaks, and related entitlements in accordance with applicable laws and social security regulations.</p>  نظام داخلي خاص بوكالات الأسفار.docx
2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.	✓	 TTS provides disability and death insurance coverage for all employees. While this insurance is not mandatory under Tunisian law, the company has voluntarily implemented it to offer additional protection and benefits to its personnel.
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓ ✓	<p>The company has liability insurance covering all employees in the event of work-related accidents or incidents arising in the course of their professional duties, in accordance with applicable regulations</p>  TTS INSURANCE CERTIFICATE 2022.pdf

<p>2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.</p>		<p>The company contributes to a pension and retirement scheme for all staff members in accordance with Tunisian legislation, through mandatory affiliation and contributions to the National Social Security Fund (CNSS). (highlighted in green)</p> <p> FICHE DE PAIE CHAUFFEUR_Assurance.pdf</p>
<p>2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	 	<p>Employees are entitled to a fixed yearly paid holiday in full compliance with Tunisian labour legislation. This entitlement is expressly defined in Article 17 (Annual Paid Leave) of the company's internal regulations, which sets out the duration of annual paid leave based on employees' seniority and professional category, in accordance with the applicable sectoral collective labour agreement</p> <p> نظام داخلي خاص بوكالات الأسفار.docx</p>
<p>2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	 	<p>Employees are entitled to sick leave in line with national legal requirements. As stipulated in Article 14 (Sick Leave) of the company's internal regulations, sick leave is granted upon presentation of a medical certificate.</p> <p> نظام داخلي خاص بوكالات الأسفار.docx</p>
<p>2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>	 	<p>Yes. In addition to statutory entitlements, the company provides additional social benefits to its employees, including an education scholarship for employees' children who are students and a schooling allowance (education bonus). These benefits go beyond the legal requirements and reflect the company's commitment to supporting employees and their families.</p> <p> NOTE SCOLARITE.pdf</p>

<p>2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	✓	✓ <p>The company has a comprehensive health, safety, and crisis management policy for employees that complies with applicable legal standards and best practices. TTS is fully committed to ensuring the health, safety, and wellbeing of its clients, employees, and partners, and integrates health and safety considerations into its corporate governance and daily operations.</p> <p>The policy includes a health and safety risk assessment (OSH risk analysis) that is implemented across all activities and reviewed periodically to identify hazards, assess risks, and define appropriate preventive and corrective measures.</p> <p>Accidents and incidents are formally reported, investigated, and analyzed, and corrective and preventive actions are taken to avoid recurrence. TTS ensures the availability of first aid kits at all relevant locations and provides mandatory training for employees, including first aid, occupational safety, and emergency response. Dedicated procedures and trained personnel are in place to manage crises, coordinate with emergency services, and continuously improve health and safety performance through regular reviews and audits.</p> <p> TTS Sustainability Responsibility Manual.pdf</p> <p> Analyse SST.xlsx</p>
<p>2.17. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residencehip, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓ <p>TTS is an Equal Opportunity Employer and Prohibits Discrimination and Harassment of Any Kind: TTS is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at TTS are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, [...], family or parental status, or any other status protected by the laws or regulations in the locations where we operate.</p>

<p>2.18. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	✓	✓ ployment of children younger than 16. Persons under 18 are prohibited from working in jobs that present serious threats to their health, security, or morality. The minimum age for light work in the nonindustrial and agricultural sectors during non-school hours is 13. Children between the ages of 14 and 16 may work no more than two hours per day. The total time that children spend at school and work may not exceed seven hours per day.
<p>2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	✓	✓ TTS has documented and effective procedures enabling employees to raise grievances freely and without fear of retaliation. These procedures ensure appropriate, impartial, and timely follow-up and are communicated to all employees through internal regulations and awareness measures. <p>Employees are entitled to exercise their trade union rights and freedom of opinion in accordance with applicable legislation and Chapter 4 of the Collective Agreement for Travel Agencies in Tunisia. Employees are free to join or establish a trade union organization in compliance with the law. The Company recognizes the legal and legitimate role of trade unions and guarantees that union representatives may carry out their functions while respecting the prerogatives of other employee representative bodies within the organization.</p> <p>Employees also have the right to engage in lawful collective actions, including legal strikes, in line with national labor law and collective bargaining provisions. Union representatives are received within the framework of dialogue and consultation bodies, including the Business Advisory Committee, in order to ensure that employee concerns and collective demands are properly communicated and addressed.</p> <p> PV COMMISSION CONSULTATIVE D_ENTREPRISE.pdf</p> <p> PV COMMISSION DE SANTE ET DE SECURITE DE TRAVAIL.pdf</p>
<p>2.20. Representation</p>	✓	✗ Internal regulations: Article 29 –internal regulations Mechanism for Improvement

<p>The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>Recommendations on Work and Health & Safety</p> <p>The Company provides all employees with a formal mechanism to submit recommendations aimed at improving working conditions or enhancing occupational health and safety for employees and clients, without fear of retaliation.</p> <p>Such recommendations may be submitted through one of the following channels:</p> <ul style="list-style-type: none"> By email addressed directly to the Managing Director, or By submitting a written letter, either named or anonymous, to the Managing Director's assistant. <p>Senior Management commits to reviewing the recommendations and taking appropriate action where necessary, while ensuring confidentiality and respecting employees' right to express their views.</p> <p>This article supports a culture of continuous improvement and prevention within the Company.</p>
<p>2.21. Disciplinary procedures</p> <p>There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓ ✓ TTS has documented disciplinary procedures in place, which are clearly defined in the Internal Regulations, notably Article 21 (Serious Misconduct) and Article 22 (Disciplinary Measures). These provisions specify the types of misconduct, including serious faults, as well as the applicable disciplinary measures and due process guarantees.</p> <p>In addition, Article 36 of the Collective Agreement for Travel Agencies establishes a detailed scale of disciplinary sanctions, ensuring proportionality between the offence and the sanction. This article also defines the composition, role, and operating procedures of the Disciplinary Council, thereby guaranteeing fairness, transparency, and the right to defense for the employee concerned.</p> <p>These disciplinary rules are communicated to all staff through the internal regulations and applicable collective agreement, ensuring that employees are informed of their rights,</p>

		<p>obligations, and the consequences of misconduct.</p> <p> نظام داخلي خاص بوكالات الأسفار.docx</p>
2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)	✓	<p>TTS supports flexible working arrangements, including adjusted working hours and part-time employment, in order to help employees balance professional responsibilities with family and personal obligations.</p> <p>Such arrangements are considered on a case-by-case basis, in accordance with operational needs and applicable labor regulations, and are implemented without discrimination.</p>
2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.	✓	<p>TTS strives to provide, where technically and financially viable, appropriate access and related information for people with special needs across its premises and services.</p> <p>For administrative and office facilities, fire safety is ensured through the installation of audible fire alarm sirens. The Company has employed a person with a hearing disability and has actively supported their inclusion by covering the cost of a hearing prosthesis, enabling the employee to significantly improve their hearing ability and perform their duties under near-normal working conditions.</p> <p>For clients with special needs, TTS provides a dedicated minibus adapted for persons with disabilities, ensuring accessible transportation and customer service.</p> <p>Through these measures, TTS demonstrates its commitment to inclusion, reasonable accommodation, and equal access, within its technical and financial capabilities.</p>
2.24. Persons with special needs The company employs persons with special needs	✓	<p>TTS employs two (2) persons with special needs. Their recruitment and employment are carried out in full compliance with applicable national labor and social legislation.</p>

			The Company is committed to equal employment opportunities, non-discrimination, and inclusion . Reasonable accommodations are provided where necessary and feasible to enable employees with special needs to perform their duties effectively. In this context, the Company has taken concrete measures to support employees with disabilities, including medical and technical assistance when required.
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	✓	<p>TTS's Employee satisfaction is regularly assessed, and suggestions for improvement are actively encouraged and taken into account.</p> <p>Employees may submit their suggestions directly to the General Manager or through the Business Advisory Committee, which provides a structured framework for dialogue between employees and management. Relevant feedback is reviewed and followed up as appropriate to support continuous improvement.</p>

Training and education

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Action			Details
2.26. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	✓	<p>All personnel receive periodic training related to their roles, rights, and responsibilities, covering social and cultural practices, economic and quality issues, human rights, and occupational health and safety, including risk and crisis management.</p> <p>An annual training plan is established each year based on the identified training needs collected from departments and employees, in accordance with the Company's training procedure.</p>

		<p>In 2025, several training sessions were organized, with a strong focus on occupational risk prevention, following risk assessments conducted by the occupational health physician. These trainings aimed to raise awareness and strengthen employees' competencies in managing workplace risks and ensuring safe working conditions.</p> <p> formation 2 medecine de travail sousse_Bruit lésionnel.pdf  formation peintres.pdf  feuille de presence feormation medecine de travail sousse.pdf  feuille de presence santé et securite de travail hammamet.pdf</p>
2.27. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.	✓ 	<p>TTS ensures the competence, personal development, and professional advancement of its staff at all levels of responsibility by providing equal access to resources and development opportunities.</p> <p>These opportunities include regular training sessions, access to learning and skills development, and the opportunity to gain experience related to the nature and organization of their work. An annual training plan is established to structure and monitor these initiatives.</p> <p>In 2025, specific training programs were delivered, including time management and stress management training, aimed at strengthening employees' organizational skills, well-being, and overall performance.</p> <p> 2025_10_21 Feuille de présence formation administration Gmao Coswin.pdf  formation gestion du temps et du stress.pdf  GRH_SE_TTS_0005 Plan annuel de formation.xls</p>

<p>2.28. Trainee positions Traineeships/Internships are offered to students.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p>TTS offers students from different universities a very well structured internship program which duration varies from 1 to 4 months. The program covers every aspect of travel company working environment from travel agent and tour operator activities through IT, e-marketing, finances. Every student has the opportunity to acquire the necessary practical skills for working in the most dynamic sector and if completed successfully – to receive a certificate and a chance for permanent employment in TTS.</p> <p>10</p>
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3. Internal management: environment and community relations

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Procurement

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Action	 	Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>	✓ ✓	<p>TTS, its Marketing Department, and all employees are committed to reducing waste associated with printed materials and promoting responsible resource use.</p> <p>In this regard, the following principles apply:</p> <ul style="list-style-type: none"> Assess and accurately estimate the quantity of printed materials required before production. Order only essential quantities to avoid overproduction and waste. Avoid, where possible, printing time-sensitive information such as dates, prices, or temporary offers. Prioritize digital communication, including online platforms and social media channels, for promotional activities whenever feasible. Collaborate with printing suppliers that offer flexible options, including small print runs. <p>These guidelines support the Company's commitment to sustainability, cost efficiency, and environmental responsibility.</p> <p> Note d_approvisionnement responsable.pdf</p>

3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.	✓	✓
		 Note d'_approvisionnement responsable.pdf  Politique Achats responsables.pdf
3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.	✓	✓
		TTS use VALUE-OFFICE (Professional Choice) eco value concept brand for the paper.  3277465a_36d0_4b57_8323_6f3f7bab7bac.jpg  bb9dbd20_4a5a_4aa5_8117_acaf562c821a.jpg  ecopaper.jpg
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	✓
		Copy and printing machines are set by default to double-sided printing or other forms of paper saving modes.
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	✓	✓
		Coffee provided in the office is locally grown and processed in a 100% local owned establishment. Brand Name: Nebli Cafe / Bondin Website: https://www.cafenebli.com/ http://www.cafesbondin.com.tn/

		 Café filtre.png
3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	✓	 Sodebs fact.jpg <p>Office supplies are locally produced and some of them are labelled sustainable.</p> <p>Our supplier is : SODEPS</p>
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	✓	✓
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	 Sodebs fact.jpg <p>Catering: N/A</p> <p>The Company does not provide catering services to staff.</p> <p>Employees usually bring their own lunch. To avoid waste and single-use plastics:</p> <ul style="list-style-type: none"> Employees bring their meals in reusable food containers. Reusable plates and cutlery are used within the premises. The use of disposable plastic food boxes and cutlery is actively discouraged through internal awareness and good practice. <p>2. Drinking Water and Single-Use Plastics</p> <p>The Company will provide reusable water bottles (gourdes) to all employees.</p>

		<p>Water fountains will be installed and made available on company premises.</p> <p>This initiative aims to eliminate the use of single-use plastic water bottles in offices.</p>
3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.	✓	<p>✓ TTS gives priority to locally and sustainably produced goods and services whenever available.</p> <p>In particular, TTS procures gift and marketing items from local producers and artisans, with the objective of:</p> <ul style="list-style-type: none"> supporting the local economy, promoting Tunisian cultural heritage and traditional handicrafts, and reducing environmental impacts linked to transport and sourcing. <p>This approach is integrated into the company's responsible procurement practices and supplier selection process.</p>
3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.	✓	✓
3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	<p>✓ Cleaning materials used by the company are, whenever locally available, non-hazardous, non-eutrophic, biodegradable and eco-labelled.</p> <p>In Tunisia, most eco-labelled detergents available on the market are imported products. In addition, natural detergent ranges available locally are generally not eco-labelled and are primarily designed for domestic use rather than large-scale or professional applications.</p>

		<p>In this context, TTS focuses on reducing the environmental impact of cleaning activities by:</p> <p>promoting staff awareness and rational use of detergents,</p> <p>limiting procurement to a reduced range of multi-purpose cleaning and disinfecting products, and</p> <p>selecting products with the best environmental performance available on the local market, adapted to professional use.</p> <p>This approach ensures environmental responsibility while remaining realistic and aligned with local market availability.</p>
3.12. Other purchasing practices Other sustainable purchasing practices are in place.	✓	<p>The Company has implemented additional sustainable purchasing practices, particularly in relation to promotional and corporate gifts.</p> <p>Whenever possible, promotional items are sourced from local producers and artisans, thereby supporting the local economy and reducing the environmental impact associated with long-distance transportation. Examples include collaborations with local brands and artisans such as Deyma and Skila.</p> <p>This approach promotes responsible consumption, values local craftsmanship, and contributes to the Company's broader commitment to sustainability and community support.</p> <p>https://skila.co/atelier/</p> <p>https://www.instagram.com/deyma.dattes/?hl=fr</p>

Paper (promotional materials)

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Action	Details
3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	  The company has not printed any promotional materials since 2022. As part of internal awareness efforts, teams have been encouraged to better manage stocks and prioritise electronic brochures and digital communication, significantly reducing the need for external printing. For any future printing needs, the company plans to establish a list of available printing service providers and to prioritise the most environmentally responsible options based on sustainability criteria (e.g. waste management, energy and water use). It is noted that certified printing companies in Tunisia are limited, which will be taken into account during supplier selection.
3.14. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	  Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs). In case locally available at reasonable costs. 90  La quantité de Rame Papier Consommé en 2021.pdf
3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	  The company does not produce printed brochures. Since 2022, an Internet-only / digital communication policy has been implemented, prioritising electronic brochures and online materials in order to reduce paper consumption and avoid brochure wastage. As no brochures are produced or printed, measurement of brochure quantities on an annual

basis is not applicable.

Energy

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Action	Details
3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.	  Energy reduction policy  TTS Sustainability Responsibility Manual.pdf
3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.	  TTS calculates and monitors its energy consumption for both administrative operations and company vehicles using available and reliable data sources. Electricity and gas consumption for administrative offices is calculated based on utility bills and meter readings provided by the energy suppliers. Consumption data is reviewed periodically (monthly or per billing cycle) in order to monitor trends and identify opportunities for reduction. Heating and cooling consumption is included within overall electricity and gas usage, and responsible use of air-conditioning and heating equipment is encouraged to limit unnecessary energy consumption. Vehicle fuel consumption is systematically monitored through a dedicated tracking system that records vehicle identification, registration number, vehicle type, fuel type (diesel or petrol), year of use, liters consumed, and kilometers traveled. This monitoring enables the Company to assess fuel efficiency, track consumption over time, and identify opportunities to optimize travel and reduce emission 317752 37681200000000

			 TTS_Scope1_2_template _00000003_.xlsx
3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.	 		
3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	 		<p>TTS's electricity supply currently comes mainly from the national grid, which is not fully based on renewable energy sources. To improve sustainability, TTS Group is currently in an advanced study phase for the installation of a photovoltaic solar farm in Gabès (Southern Tunisia) intended to supply renewable electricity to all Group subsidiaries, including TTS. The project seeks to obtain a principle approval for grid connection in the selected area, and, subject to the completion of technical, regulatory, and financial requirements, electricity production is potentially planned to start in 2027, contributing to a reduction of the Company's carbon footprint.</p> <p> DocScanner 21 oct. 2025 17_09.pdf  Note sur l_acquisition Terrain.docx  Présentation du site de Gabes.ppt</p>
3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	 		<p>At this stage, CO₂ emissions from fossil energy used in the offices are not formally offset.</p> <p>In 2025, the Company carried out, for the first time, an estimation of CO₂ emissions based on actual consumption data from 2024, covering:</p> <p style="padding-left: 40px;">Electricity and gas consumption for administrative offices, and</p> <p style="padding-left: 40px;">Fuel consumption of the vehicle fleet.</p>

		<p>This calculation establishes a baseline for understanding the Company's overall carbon footprint.</p> <p>Carbon offsetting is not a regulatory obligation in Tunisia, and no formal compensation mechanism is currently in place. Nevertheless, the Company is committed to deploying emission reduction efforts, including energy efficiency measures, optimization of vehicle use, responsible fuel consumption, and future investments in renewable energy solutions.</p> <p>These actions prioritize emission reduction at source, with offsetting to be considered at a later stage if relevant.</p>
3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	<p>More than 90% of the lighting used in the Company's administrative premises is energy-efficient LED lighting, including indoor areas.</p> <p>All lighting replacements are systematically carried out using LED technology, ensuring continuous improvement and compliance with energy-efficiency standards. This approach guarantees that the proportion of energy-efficient lighting remains well above the 75% requirement.</p>
3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).	✓	—
3.23. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	<p>TTS staff and employees at all levels and at every office commit to the following:</p> <p>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</p>

		appliances will be disconnected when not being used and/ or at night. When equipment cannot be switched-off, it will be set by default to energy saving modes
3.24. Light “switch-off” policy Office lights are switched off after office hours.	✓ ✓	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 modes
3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓ ✓	When buying new equipment the company gives preference to low energy equipment based on highest local available standards (taking into account considerations of price and quality).  Note d_approvisionnement responsable.pdf
3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓ ✓	Equipment set by default to the energy-saving mode : Printing Machines/ Scanner machines/ computers/photocopiers / To motivate the staff to get into this activity, we leave tags on office's equipment.
3.27. Other measures Other measures, not previously mentioned, have been implemented.	✓ —	

Water

Action			Details
3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	✓	 TTS Sustainability Responsibility Manual.pdf
3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.	✓	✓	
3.30. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.	✓	✓	The TTS Control Service is responsible for monitoring water consumption across all branches, ensuring consistent tracking, comparison of data, and analysis of potential leaks.
3.31. Water saving taps Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)	✓	✓	
3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	✓	At TTS administration offices, two types of toilet flush systems are currently in use: single-flush and dual-flush. However, all toilet flush replacements are systematically carried out using dual-flush systems, ensuring reduced water consumption and improved water efficiency over time.

<p>3.33. Rain water Waste water and/or collected rain water is re-used.</p>	✓	<p>— Wastewater generated from office activities is discharged into the public sewer network for treatment. All wastewater discharges comply with applicable ONAS discharge standards and are classified as domestic wastewater originating from sanitary facilities. Stormwater drainage systems are fully separated from wastewater systems and are discharged into a dedicated network in compliance with national environmental regulations. No reuse of wastewater or rainwater is currently implemented.</p>
<p>3.34. Other examples Other water-saving measures, not previously mentioned, have been implemented.</p>	✓	<p>— Other water-saving measures have been implemented, including awareness displays promoting water conservation and instructions for reporting leaks to the maintenance service. In addition, employees receive training on environmental preservation and water-use efficiency to encourage responsible water consumption.</p> <p>Topic 4: Water Consumption in the training presentation</p> <p> TTS support Formation sur l_Environnement 2025.pdf</p> <p> Rapport de formation_environnement.pdf</p>

Waste management

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Action	Table	✓	Details
<p>3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>	✓	✓	<p>The organization declares full compliance with applicable waste management regulations. No non-compliances related to waste handling, storage, or disposal have been identified.</p> <p>Waste generated from office activities is primarily non-hazardous and includes domestic-type</p>

		<p>waste such as paper, packaging, and general office waste. This waste is collected and disposed of through the local government-authorized municipal waste management system in accordance with national regulations.</p> <p>Hazardous waste, specifically used oils generated from the vehicle fleet, is collected, stored, and disposed of by an authorized specialized company (SOTULUB) in compliance with applicable environmental and safety regulations. Waste transfer and treatment are documented and traceable.</p>
		 Loi n° 96_41 dechets.pdf  Convention d_assistance pour la collecte et le recyclage du papier usage et l_archives perimes.pdf  Convention SOTULUB.PDF
3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).	✓	 TTS Sustainability Responsibility Manual.pdf
3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).	✓	<p>TTS has identified and evaluated its environmental aspects related to waste generation and management by regularly reviewing the nature, quantities, and potential environmental impacts of waste streams arising from its activities.</p> <p>Identification of Substantial Waste Streams: Waste streams are considered “substantial” based on their volume, hazardous nature, regulatory requirements, and potential environmental impact. This evaluation is reviewed periodically as part of the environmental aspects assessment process.</p> <p>Based on this assessment, the following waste streams have been identified as substantial:</p>

Used oils generated from the vehicle fleet, due to their hazardous classification and regulatory control. These wastes are quantified in liters, monitored, and disposed of through authorized service providers, with traceability ensured via collection records and invoices.

Non-Substantial Waste Streams:

The following waste streams are considered non-substantial, as they are generated in limited quantities consistent with normal and sustainable office operations:

Routine office paper and printing paper used for daily operations.

General office waste comparable to domestic waste.

Paper Recycling and Archive Destruction:

A formal paper recycling agreement is in place for the secure destruction and recycling of obsolete paper archives during mass archive disposal operations. These activities are planned, controlled, and documented. Quantities generated from routine office operations remain limited and are therefore not considered substantial environmental aspects.

Used Tires Management:

Used tires generated from the vehicle fleet are identified as a relevant environmental aspect. However, certified tire recyclers are currently not operational in Tunisia. The organization is actively seeking compliant recycling solutions and is in consultation with the competent authorities to identify authorized recovery or disposal options. Until an approved solution is available, used tires are stored and managed in a controlled manner to prevent environmental risks.

Monitoring and Review:

Environmental aspects related to waste are reviewed periodically to ensure continued relevance, regulatory compliance, and alignment with operational changes.

<p>3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	✓	✓	<p>TTS has implemented measures to reduce the use of packaging materials and ensures that only recyclable and biodegradable packaging is used for gifts distributed to business partners. Non-recyclable and non-biodegradable packaging materials are not used.</p> <p>This approach is aligned with the company's environmental policy and supports waste reduction and responsible resource use. Packaging practices are reviewed periodically to ensure continued compliance with environmental requirements and best practices.</p> <p> TTS Gift 2.jpeg</p> <p> TTS Gift 1.jpeg</p>
<p>3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	✓	✓	<p>TTS has implemented measures to reduce the consumption of non-refillable plastic bottles used for drinking water in offices. Employees are encouraged to use reusable water bottles, and refillable alternatives are promoted throughout the workplace.</p> <p>In addition, TTS uses 100% porcelain or reusable glassware for coffee and water consumption, eliminating the use of disposable plastic cups. These measures support waste reduction, resource efficiency, and environmentally responsible workplace practices.</p> <p> Tasse café TTS.jpeg</p>
<p>3.40. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	<p>TTS has implemented waste segregation practices to separate recyclable, reusable, and hazardous materials wherever locally feasible. This includes paper, plastics, metal, glass, and hazardous waste. Waste is segregated at source using clearly identified collection containers.</p> <p>Information technology (IT) equipment is reused internally whenever technically and operationally possible in order to extend its life cycle and reduce electronic waste. When reuse is no longer feasible, obsolete IT equipment is managed in accordance with applicable regulations through authorized channels.</p>

	<p>Non-hazardous recyclable waste (such as paper, plastics, metal, and glass) is managed through the municipal waste collection system or authorized service providers when local authority collection is available.</p> <p>Hazardous waste, including used oils generated from the vehicle fleet, is stored separately and collected by authorized specialized companies in compliance with environmental and safety regulations.</p> <p>Used tires are identified as a specific waste stream. Due to the current lack of operational certified tire recyclers in Tunisia, the organization ensures controlled storage and is actively coordinating with competent authorities to identify compliant recycling or recovery solutions.</p> <p>Where local recycling or recovery infrastructure is not available, the organization ensures proper interim management and disposal in compliance with national regulations. (IT and Data Security procedure_Chapter 6 Environment)</p> <p>These practices are periodically reviewed as part of the Environmental Management System to ensure ongoing compliance and continuous improvement.</p> <p>  Convention d_assistance pour la collecte et le recyclage du papier usage et l_archives perimes.pdf  Convention SOTULUB.PDF  2025_12_11 MAN_PR_TTSG_0001 Processus IT.docx </p>
<p>3.41. Toner/ink</p> <p>When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ </p> <p>TTS has implemented waste-reduction measures related to ink and toner cartridges used for printing and copying, wherever feasible. Currently, approximately 65% of TTS printers are ink tank-based printers, which significantly reduce the need for disposable ink and toner cartridges.</p> <p>All future printer replacements will be aligned with the company's environmental purchasing policy, prioritizing eco-efficient printers, including ink tank systems and equipment with low</p>

		energy consumption ratings. These measures contribute to waste reduction, resource efficiency, and continuous environmental improvement.
3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓ ✓	we don't use

Reducing pollution

3

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Action			Details
3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.	✓ ✓		<p>Wastewater generated from the company's activities, including grey water, is discharged into the public sewer network and treated by authorized public treatment facilities. All wastewater discharges comply with applicable national legislation and ONAS discharge standards and are classified as domestic-type wastewater originating from sanitary facilities.</p> <p>Wastewater is released safely without reuse and does not cause adverse effects on the local population or the environment. Stormwater is managed through a separate drainage system in accordance with national regulations.</p>
3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓ ✗		<p>Environmental Promotion and Services Policy Page 17</p> <p> TTS Sustainability Responsibility Manual.pdf</p>

<p>3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.</p>	✓	✓	<p>The company uses water-based paints for both interior and exterior applications whenever locally available. These paints are selected to minimize environmental and health impacts, including reduced emissions of hazardous substances. Where applicable, lead-free products are prioritized in accordance with national regulations and environmental best practices.</p>
<p>3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).</p>	✓	✓	<p>The only identified source of nuisance related to the company's operations is noise generated by company vehicles. Noise levels remain well below applicable regulatory and environmental noise limits and do not cause disturbance to the local population.</p> <p>Vehicle use is managed to minimize noise emissions through regular maintenance, controlled driving practices, and compliance with traffic and environmental regulations. Noise-related environmental aspects are periodically reviewed as part of the Environmental Management System</p>

Mobility

6

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Action	☐	✓	Details
<p>3.47. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	✓	✓	 EMPLOYEES TRAVEL POLICY.pdf
<p>3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	✓	✗	<p>Staff-related business travel is monitored by recording the type of transport and travel distance, with particular attention to air travel. At present, there is no national regulatory requirement in Tunisia mandating carbon offsetting.</p> <p>Carbon dioxide (CO₂) emissions related to employee travel are identified as part of Scope 3</p>

	<p>emissions within TTS's greenhouse gas inventory. These emissions are not yet fully quantified or included in the current carbon footprint assessment. Nevertheless, the company has implemented voluntary measures aimed at reducing the environmental impact of business travel.</p> <p>Actions Focused on Air Transport:</p> <p>Prior to booking flights, the estimated carbon footprint of each flight is reviewed where such information is provided by airlines or booking platforms.</p> <p>Preference is given to flights with lower reported emissions, including direct routes and airlines operating more fuel-efficient aircraft, when this information is available.</p> <p>Economy class is selected as the default travel option to reduce per-passenger emissions.</p> <p>Complementary Reduction Measures:</p> <p>Where overnight stays are required, the company prioritizes hotels certified under Travelife or other recognized environmental certification schemes, whenever available.</p> <p>Travel planning aims to consolidate trips and limit unnecessary travel, in line with the company's Employee Travel Policy.</p> <p>Continuous Improvement Commitment:</p> <p>While formal carbon offsetting is not currently implemented, the company recognizes the importance of addressing Scope 3 emissions and is committed to progressively improving the measurement and management of travel-related greenhouse gas emissions as methodologies, data availability, and regulatory frameworks evolve.</p>
3.49. Business travel carbon offset	 

Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.			
3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	we offer travel allowances for our employees.
3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	✓	 EMPLOYEES TRAVEL POLICY.pdf
3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).	✓	✓	<p>TTS operates a vehicle fleet and applies a policy aimed at achieving the highest possible fuel efficiency when purchasing, leasing, or renting vehicles. Fuel consumption and energy efficiency are key criteria in vehicle selection.</p> <p>All company vehicles are Mercedes-brand vehicles operating on 100% diesel fuel, selected for their optimized fuel consumption, reliability, and compliance with applicable environmental and safety standards. This approach supports reduced fuel use per kilometer and contributes to limiting greenhouse gas emissions compared to less efficient alternatives.</p> <p>Fleet standardization under a single brand also enables optimized maintenance planning and efficient spare-parts management, reducing resource consumption and improving operational efficiency.</p> <p>Vehicle performance and fuel efficiency are reviewed periodically to ensure alignment with environmental objectives and continuous improvement in fleet management practices.</p>
3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.	✓	✓	All our vehicles are subject to the regulatory roadworthiness and circulation authorization inspections in Tunisia, which are carried out every two years. In addition, we have our own facilities for the maintenance and inspection of our vehicle fleet.

Sustainability training and awareness raising

1

Action	Details
<p>3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>	<p>✓ ✓ All staff members, including field staff, receive guidance and information regarding their roles and responsibilities related to environmental practices, including water conservation, energy efficiency, responsible paper use, and waste management.</p> <p>An environmental protection training session was conducted in November 2025 to raise awareness among employees. Additional training sessions are planned for 2026, with the objective of extending environmental awareness to the entire workforce and reinforcing good environmental practices on an ongoing basis.</p> <p>These training activities support the implementation of the Environmental Management System and contribute to continuous improvement in environmental performance.</p> <p> TTS support Formation sur l'Environnement 2025.pdf</p> <p> Rapport de formation_environnement.pdf</p>

Land use and community relations

10

Action	Details
<p>3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to</p>	<p>✓ ✓ TTS headquarter and subsidiaries are owned by the company. Any construction, extension, or renovation activities are carried out in full compliance with applicable local regulations, zoning requirements, and land-use policies.</p>

protected and sensitive areas, and to heritage considerations.		The company holds all necessary licenses, permits, and authorizations required for its operations. Regulatory compliance is verified prior to and during any extension or renovation works to ensure conformity with legal, environmental, and planning requirements.
3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.	✓ ✓	
3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.	✓ ✓	
3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.	✓ ✓	
3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.	✓ ✓	During the last five years, TTS Djerba and TTS Sousse underwent small extension works in 2025. These extensions were carried out in accordance with local planning and construction regulations and incorporated sustainable practices and materials suitable for the local context. All construction and renovation activities were subject to prior authorization and regulatory approvals, and compliance was verified throughout the execution of the works.
3.60. Invasive species The business takes measures to avoid the introduction of invasive alien	✓ ✓	

species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.			
3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.	✓	✓	All required licenses and authorizations have been obtained in a transparent and legal manner, and operations comply with applicable local legislation. No conflicts with local communities have been identified, and no adverse impacts on local livelihoods, access, transport, or housing have been reported.
3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.	✓	✓	TTS's activities do not jeopardize the provision of basic services such as food, water, energy, healthcare, or sanitation to neighboring communities. Operations are service-based and conducted in compliance with applicable regulations. No conflicts with the local community have been identified or reported.
3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.	✓	✓	
3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.	✓	✓	TTS values and incorporates authentic local culture into its activities by offering several excursions focused on the promotion of local culinary and cultural heritage. These activities respect local traditions and practices and are conducted in a manner that respects the intellectual property rights and cultural identity of local communities.

4. Inbound partner agencies

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Inbound partner agencies

8

Action			Details
4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.	✓	✓	We are the inbound to other agents and do not work with other inbounds.
4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).	✓	✓	
4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).	✓	✓	
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.	✓	✓	

<p>4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.</p>	✓	✓	
<p>4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.</p>	✓	✓	
<p>4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.</p>	✓	—	<p>One of our key partners, easyJet (specifically <i>easyJet holidays</i>), has received multiple recognitions for its sustainability efforts in the travel industry. In 2025, <i>easyJet holidays</i> was recognised at the Travolution Awards 2025, receiving the <i>Champions of Sustainability</i> award and the consumer-voted <i>Environmental Award: Making A Difference</i>, highlighting its sustainability strategy to make responsible travel more mainstream.</p> <p>In addition, <i>easyJet</i> itself has won the Achievement in Sustainability award at the Business Travel Sustainability Awards and has been recognised for its environmental performance and carbon-reduction commitments.</p> <p>These achievements demonstrate the partner's relevance to our company's sustainability goals, particularly in promoting lower-impact travel options and aligning travel policies with carbon-reduction principles.</p> <p>https://www.easyjet.com/en/news/story/easyjet-named-best-low-cost-carrier-in-europe-at-the-business-traveller?utm_source=chatgpt.com</p> <p>https://www.easyjet.com/en/holidays/media-centre/press-releases/travolution-2025?utm_source=chatgpt.com</p> <p> HOC update and Sustainabilityeasyjet.pdf</p> <p> easyjetts.jpg</p>

4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits).			✓	✓

Specific conditions

8

Action			Details
4.9. Contracts Written contracts with partner agencies are in place.	✓	✓	attached are our agents  Contrat TRUST travelife.pdf  Contrat TUItravelife.pdf
4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.	✓	✓	
4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).	✓	—	 Politique anti corruption.pdf
4.12. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take	✓	✓	 Code ethique TTS Group.pdf

adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).		
4.13. Licence Partner companies comply with local, national and international legislation and regulations.	✓	✓
4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.	✓	✓
4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓
4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.	✓	✓

5. Transport

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Selecting transport suppliers

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Action			Details
5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).	✓	✗	TTS is a Destination Management Company (DMC) and is responsible only for ground transportation within the destination . The company does not make decisions regarding international or national air transport , as these are determined by the Tour Operators (TOs) that sell the holiday packages.
5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.	✓	✓	
5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.	✓	✓	
5.4. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).	✓	✓	
5.5. Local transport	✓	✓	TTS is a receptive travel agency and is responsible only for terrestrial transport within the

In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).

destination (transfers and excursions). Decisions related to air transport are not within TTS's scope of responsibility and are managed by tour operators selling the holiday packages.

When organizing ground transportation, TTS systematically considers more sustainable alternatives, taking into account operational constraints such as price, comfort, safety, and practicality. The use of public transportation in Tunisia is currently not suitable for tourist transfers and excursions due to limitations related to availability, punctuality, capacity, and technological infrastructure.

To reduce environmental impact from terrestrial transport, TTS has implemented the following measures, integrated into its operational planning processes:

Route optimization: TTS operates three vehicle fleets located in Sousse, Hammamet, and Djerba. For each transfer or excursion, the vehicle closest to the point of service is systematically selected in order to minimize travel distances and fuel consumption.

Transfer pooling: Transfers are mutualized whenever possible to reduce the number of vehicles in operation.

Prioritization of short routes: Preference is given to the most direct and shortest routes available.

Eco-driving practices: Drivers are trained and encouraged to adopt fuel-efficient and environmentally responsible driving behavior.

These measures have contributed to reducing unnecessary mileage, optimizing fuel consumption, and limiting carbon emissions associated with destination transport activities.

5.6. Boating

The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.



5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.	✓	✓	
5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.	✓	✓	 Rapport de formation ECO CONDUITE.pdf

Sustainable packages

2

Action			Details
5.9. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).	✓	✓	<p>TTS does not sell complete holiday packages (including transport, accommodation, and activities). The only products sold directly by TTS are destination-based excursions.</p> <p>Nevertheless, many excursions offered by TTS aim to:</p> <ul style="list-style-type: none"> Promote local cultural and culinary heritage Support local communities and artisans Encourage responsible behavior during visits <p>These excursions contribute indirectly to more sustainable tourism at the destination level, even though they are not marketed as certified “sustainable holiday packages” based on a formal methodology.</p>
5.10. Carbon management (products)	✓	—	TTS has initiated the measurement of greenhouse gas (GHG) emissions related to its activities

The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.

as part of its sustainability strategy. The first carbon footprint assessment was conducted in November 2025, based on 2024 consumption data, with the objective of obtaining an initial overview of emissions and identifying priority reduction actions.

At this stage, the assessment covers Scope 1 and Scope 2 emissions only, in line with available data, national methodologies, and the current maturity level of carbon accounting frameworks in Tunisia. The inclusion of Scope 3 emissions (including indirect emissions related to transport services, accommodation, and activities provided by third parties) is not yet feasible due to the absence of a national carbon strategy and limited data availability.

Despite these limitations, the results of this first assessment have enabled the identification of quick-win actions, which have been integrated into the company's 2026 Sustainable Development Action Plan, with the aim of reducing overall environmental impact.

The company recognizes the importance of progressively expanding the scope of GHG measurement and is committed to improving data collection and methodologies over time, subject to regulatory developments and data availability at the national level.



[Bilan des Emissions CO2 TTS.pdf](#)

6. Accommodations

16

Accommodations

9

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>	✓	✓	<p>TTS has developed and implemented a long-term approach to improve the sustainability performance of its contracted accommodations, in line with its Sustainable Purchasing Policy and broader corporate social responsibility (CSR/RSE) objectives.</p> <p>TTS selects and works with accommodation partners based on compliance with regulatory requirements, operational quality, and progressive sustainability practices. While TTS does not own accommodation facilities, it plays an active role in influencing its partners through contractual requirements, evaluations, and ongoing collaboration.</p> <p>Key Sustainability Expectations for Accommodation Partners: TTS expects its hotel, restaurant, and food service partners to apply high standards of hygiene, safety, quality, and environmental responsibility, in accordance with national regulations and international best practices, including the HACCP methodology. Partners are required to demonstrate:</p> <ul style="list-style-type: none"> High standards of staff hygiene, supported by regular training, appropriate uniforms, and strict sanitary protocols Proper maintenance of cold and hot chains from goods reception through food service Use of clean, well-maintained, and compliant utensils, equipment, and work surfaces Effective allergen risk prevention, including clear labeling, guest information, and separation procedures

	<p>Exclusive use of potable water for drinking, cooking, food preparation, and ice production</p> <p>Full traceability of food products, including origin, handling, and storage conditions</p> <p>Compliance with fire safety regulations, including required and maintained equipment (extinguishers, detectors, etc.)</p> <p>Safe and well-maintained rooms, common areas, and facilities to ensure guest safety</p> <p>Responsible and sustainable waste management practices, including waste segregation, proper storage, and reduction of harmful waste</p>
	<p>Preferential Policy and Partner Stimulation: When contracting new accommodations or renewing partnerships, preference is given to establishments that demonstrate structured sustainability practices, environmental certifications, or clear commitments to responsible resource management (energy, water, waste).</p> <p>TTS actively encourages its destination partners to improve their sustainability performance through:</p> <p>CSR/RSE evaluations of service providers, including accommodation partners and experience providers</p> <p>Awareness-raising and dialogue on environmental and social responsibility expectations</p> <p>Integration of sustainability criteria into supplier assessments and purchasing decisions</p>



Checklist_RSE_TTS_Bilingual.xlsx



Politique Achats responsables.pdf

<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	✓	✓	<p>The company actively communicates its sustainability objectives and requirements to its contracted accommodation partners through its sustainable procurement policy, contractual requirements, and supplier evaluations. These requirements cover hygiene, safety, environmental practices, and responsible waste management.</p> <p>This communication process is being progressively deployed, with the objective that all contracted accommodation partners are reached through this process by 2026.</p> <p> Politique Achats responsables.pdf</p>
<p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	✓	✓	<p>Preference is given to accommodations that are certified by internationally recognised sustainability schemes (e.g. Travelife, GSTC-aligned certifications), where available.</p> <p>In Tunisia, the number of certified hotels is currently limited. Nevertheless, TTS systematically takes the presence of sustainability certifications into account when selecting and contracting accommodation partners and communicates certified status to its clients where applicable.</p> <p>The list of certified hotels is verified and updated annually, notably through the Travelife platform. In addition, certification information communicated by hotels (e.g. via official email confirmations) is reviewed and used to update the list of contracted accommodations. This process ensures that certified hotels are identified, promoted, and prioritised whenever possible, and that the share of certified partners is monitored and progressively increased as market availability evolves.</p> <p>9</p> <p> Awarded Tunisia Partner.pdf</p> <p> Liste des hotels Karpaten 2026.xlsx</p>

6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	✓	Basic sustainability clauses have been developed and will be systematically included in all contracts with accommodation providers as of 1 January 2026. These clauses cover key sustainability requirements, including prohibition of child labour, anti-corruption and anti-bribery principles, waste management, and protection of biodiversity. In addition, the Sustainable Purchasing Charter clearly sets out mandatory sustainability requirements for accommodation providers and specifies that non-compliance may result in corrective actions or termination of the business relationship. This policy is communicated to partners and ensures that sustainability expectations and sanctions are clearly defined, even where contracts are not yet in place.  Modele de contrat hotel.pdf  Articles contrat_RSE et Data protection.docx
6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.	✓	✓	
6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).	✓	—	 Checklist_RSE_TTS_Bilingual.xlsx
6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	✓	Contracted accommodations are actively encouraged to participate in local and international sustainability training initiatives where available. In this context, TTS supported a sustainability training action by providing the transfer and accommodation of the trainer and by covering the logistical organisation of a training session on the new Travelife accommodation standard,

		<p>which took place in October 2024.</p> <p>The training was organised within the framework of the College of Hotels and was offered free of charge to participating hotels, including several TTS accommodation partners. This initiative supports capacity building and encourages the adoption of recognised sustainability standards among accommodation providers.</p>
6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓	<p>✓ TTS supports collaborative initiatives to promote sustainability among accommodation providers. The company is a member of the FTAV (Fédération Tunisienne des Agences de Voyages) and actively collaborates in initiatives aimed at promoting sustainable tourism practices.</p> <p>In this context, TTS has supported sustainability initiatives within the College of Hotels, including the support of a Travelife accommodation training program delivered to hotels that are members of the College. This initiative contributed to raising awareness and strengthening sustainability practices among accommodation partners at the destination level.</p> <p> Appel à participation_college des hôtels.docx</p>
6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	<p>✓ TTS encourages accommodations to actively engage in sustainability practices by giving preference to partners demonstrating strong environmental and social performance. Sustainability efforts are considered during partner evaluations and may result in strengthened partnerships and enhanced visibility within the company's offerings.</p> <p>Accommodations that adopt recognized sustainability practices or certifications may benefit from preferential collaboration conditions and promotion as responsible partners.</p>

Specific conditions

Action	Details
<p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	<p> </p> <p>The company ensures that the rights of children are respected and safeguarded throughout its accommodation supply chain in accordance with its Child Protection Policy.</p> <p>TTS applies a zero-tolerance approach to child labor, abuse, exploitation, or neglect and requires all accommodation partners and suppliers to comply with national child-protection laws and relevant international conventions. The employment of children under the age of 18 is strictly prohibited across all operations and partnerships.</p> <p>Child safeguarding requirements are integrated into supplier selection, contractual obligations, and ongoing supplier evaluations. Any suspected or confirmed violation must be reported immediately and may result in contractual termination and escalation to competent authorities.</p> <p> Contrat child clause.pdf  cntrat child abuse clause.PDF  TTS Sustainability Responsibility Manual.pdf</p>
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>	<p> </p> <p>TTS actively encourages partner accommodations to offer locally and sustainably produced souvenirs that reflect the area's history, traditions, and cultural heritage.</p> <p>In addition, TTS integrates visits to local artisan workshops and boutiques into its excursion itineraries, allowing clients to discover and purchase authentic handcrafted products directly from local producers. These visits include traditional crafts such as chachia making, balgha (traditional footwear) production, pottery, and tapestry weaving.</p>

		<p>This approach supports local artisans, preserves traditional know-how, promotes the local economy, and provides meaningful cultural experiences for clients, while respecting the intellectual property and cultural identity of local communities.</p>
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage.</p> <p>The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	✓	<p>When creating and designing excursion programs, TTS gives preference to accommodations and restaurants that incorporate elements of local art, architecture, and cultural heritage, while respecting the intellectual property rights of local communities. This criterion is considered alongside price, comfort, quality, and operational requirements during the supplier selection process.</p> <p>In addition, in February 2024, TTS brought together local experience providers to present their eco-tourism products, with the objective of identifying and integrating sustainable and environmentally responsible experiences into its excursion offer.</p> <p>This approach supports the promotion of local identity, cultural heritage, and sustainable tourism while ensuring a high-quality experience for clients.</p> <p> Pitch TTS.docx</p>
<p>6.13. Sexual exploitation of children: contracting</p> <p>Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	✓	<p>Accommodation contracts include clauses allowing TTS to terminate the agreement in case of non-compliance with child protection requirements. This commitment is defined in TTS's Child Safeguarding Policy and reinforced through its Sustainable Procurement Procedure, which requires accommodation partners to prevent any form of child exploitation.</p> <p> Contrat child clause.pdf</p>
<p>6.14. Local communities resources</p> <p>In case of clear evidence that contracted accommodations jeopardize the</p>	✓	<p>This principle is integrated into TTS's Sustainable Procurement Charter. In the event of clear evidence that a contracted accommodation jeopardizes the provision or integrity of basic</p>

<p>provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>services (food, water, energy, healthcare, soil) for neighboring communities, TTS initiates a formal dialogue with the supplier to identify required corrective actions.</p> <p>If significant non-compliance persists despite agreed corrective measures, TTS reserves the right to reassess, limit, or terminate the contractual relationship.</p> <p> Politique Achats responsables.pdf</p>
<p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	<p>✓ ✓ When designing excursion programs, TTS actively encourages accommodations to purchase and use local food products produced in line with fair trade and sustainability principles. Preference is given to partners that promote local gastronomy and short supply chains.</p> <p>Concrete examples include accommodations and experiences such as Dar Zeriba, Dar Ben Smail, Douar Laaroussi, and Ksar Ghilane, where local and traditional food products are integrated into the visitor experience. This approach supports local producers, reduces environmental impact, and promotes sustainable destination development.</p>
<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).</p>	<p>✓ ✓ Contracted accommodations are expected to limit their negative impact on local and global biodiversity. This requirement is integrated through the TTS Group Code of Ethics, which strictly prohibits the exploitation, sale, or promotion of protected or threatened species (including red-listed species), requires respect for wildlife, flora, and natural habitats, and promotes responsible and sustainable practices. Compliance with these principles is expected from all partners and is part of supplier selection and ongoing collaboration.</p> <p>Protection of Fauna and Flora (TS Group Code of Ethics)</p> <p>TTS Group is committed to promoting tourism that respects animal and plant life in all its forms.</p> <p>We ensure that our activities and those of our partners are conducted with full respect for animal welfare and the balance of natural ecosystems.</p>

Within this framework, TTS Group:

- Prohibits any form of animal abuse or exploitation that is harmful to biodiversity;
- Prohibits the sale, commercialization, or display of protected or endangered species;
- Ensures compliance with hunting and fishing seasons and encourages sustainable and regulated local practices;
- Gives preference to responsible service providers that apply high standards of care, freedom, and respect for natural habitats;
- Raises awareness among travelers and employees to adopt ethical and responsible behavior toward wildlife.

The preservation of natural resources is an integral part of TTS Group's strategy. The company implements concrete actions to reduce its ecological footprint and promote more sustainable behaviors.

Accordingly, TTS Group commits to:

- Reducing the consumption of energy, water, and plastic;
- Promoting the use of renewable energy and eco-responsible practices;
- Preserving and enhancing the natural and cultural heritage of each destination;
- Implementing waste sorting, recycling, and sustainable waste management programs;
- Raising awareness among clients, employees, and partners about eco-driving and sustainable practices.

Through these commitments, TTS Group affirms its ambition to be a reference player in

sustainable tourism, contributing to the protection of the planet, the preservation of ecosystems, and the well-being of future generations.



[Code ethique TTS Group.pdf](#)

7. Activities

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Activities

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Action	 	Details
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).	 	TTS has started the process by working with product and service providers. A comprehensive inventory and assessment of all excursions and tourism service providers, including environmentally and culturally sensitive excursions, will be completed and formally integrated into the CSR Action Plan 2026 .  Evaluation des risques Approvisionnement 2025.xlsx
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.	 	 Politique Achats responsables.pdf
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	 	TTS communicates its sustainability objectives and requirements to contracted and relevant excursion providers through the Sustainable Purchasing Charter , which is shared by email. Coverage is ongoing and will be further expanded as part of the CSR Action Plan 2026 to ensure all excursion and tourism service providers are reached.
7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into	 	 codesofconductPDFs_activities_.zip

<p>packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>			
<p>7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.</p>	✓	—	
<p>7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	✓	✗	<p>Where available, TTS gives preference to activities and excursions that operate in accordance with acknowledged and controlled sustainability standards. This principle is embedded in the company's Sustainable Purchasing Charter and is applied during the selection, evaluation, and renewal of excursion and activity providers.</p> <p>Integration into Company Processes: Sustainability criteria are integrated into supplier assessments and CSR evaluations, with particular attention given to environmentally and culturally sensitive excursions. Sustainability requirements are communicated through contractual arrangements and the Sustainable Purchasing Charter.</p> <p>Results and Local Context: In Tunisia, the availability of formally certified activities or excursions remains limited, as recognized sustainability certification schemes for excursion providers are not yet widely implemented. Consequently, certified activities are scarce at destination level.</p> <p>The majority of sensitive excursions, particularly those related to cultural heritage and visits to local communities, are operated directly by TTS. This allows the company to apply its internal sustainability standards, ethical code, and operational controls directly, ensuring responsible management of these activities.</p>
<p>7.7. Training materials and advice</p>	✓	—	<p>The distribution of training manuals and guidance materials on sustainable excursion</p>

<p>Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p>	<p>management is planned for 2026 as part of the CSR Action Plan. These materials will provide practical guidance on environmental protection, cultural heritage preservation, community engagement, and responsible operations.</p> <p>In addition, training sessions will be organized for both internal and external TTS guides to strengthen their knowledge and application of sustainable tourism practices in the field.</p> <p>This initiative will target excursion providers, with priority given to sensitive excursion providers (cultural, community-based, and nature-related activities), with the objective of progressively reaching all relevant providers.</p>
<p>7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>	<p>✓ ✓ Basic sustainability clauses are included in contracts with activity providers (e.g. prohibition of child labour, anti-corruption and anti-bribery commitments, waste management, and protection of biodiversity).</p> <p>Some hotel contracts already include Corporate Social Responsibility (CSR) provisions. These sustainability clauses will be systematically integrated into all service provision and collaboration contracts as of 1 January 2026 (see example hotel contract).</p> <p>In the meantime, these principles are addressed through existing internal policies and supplier codes of conduct, with the objective of formalizing them contractually and strengthening supplier accountability from 2026 onwards.</p> <p> Modele de contrat hotel.pdf</p>

Specific criteria

Action	Details
7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	<p> </p> <p>TTS offers no activities that harm humans, animals, plants, natural resources, or that are socially or culturally unacceptable. This commitment is formalized through TTS's Code of Ethics, Child Safeguarding Policy, and Sustainable Procurement Charter, which apply to all internally operated activities and to contracted suppliers.</p> <p>These policies and contractual conditions explicitly prohibit suppliers from offering or promoting activities that negatively impact:</p> <ul style="list-style-type: none"> Human rights and child protection Animal welfare and biodiversity Natural resources (water, energy, soil) Cultural heritage, dignity, or social norms of local communities <p>Suppliers are required to comply with national legislation, international conventions, and TTS ethical standards. Any non-compliance may lead to corrective actions or termination of cooperation.</p> <p>Non-Acceptable Excursions (Not Promoted by TTS): As a Destination Management Company (DMC), TTS clearly excludes and does not actively promote the following types of excursions:</p> <ul style="list-style-type: none"> Activities involving animal abuse or exploitation (e.g. captive wildlife shows, illegal animal handling) Activities involving protected or endangered species (sale, display, interaction) Excursions that commercialize or exploit children in any form

		<p>Activities causing damage to natural ecosystems (off-road driving in fragile areas, illegal dumping, resource depletion)</p> <p>Activities that disrespect local culture, traditions, or religious norms</p> <p>Any activity involving forced labor, child labor, or unsafe working conditions</p> <p>The majority of culturally and environmentally sensitive excursions are operated directly by TTS, allowing full application of internal sustainability controls and ethical standards.</p> <p>This approach ensures that all activities offered or promoted by TTS contribute positively to destination sustainability and community wellbeing.</p>
7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	<p>✓ In accordance with its Wildlife Protection Policy and Code of Ethics, TTS does not offer excursions or attractions involving captive wildlife, except where activities are properly regulated and fully compliant with local, national, and international legislation.</p> <p>TTS applies a zero-tolerance approach to wildlife exploitation and ensures that:</p> <ul style="list-style-type: none"> Activities involving wildlife do not cause harm, stress, or unethical treatment; Interaction with wildlife (touching, feeding, or provoking animals) is strictly prohibited; Living specimens of protected or wild species are only kept or managed by authorized entities, suitably equipped to house and care for them humanely, in line with conservation standards. <p>These principles apply to all TTS operations and partners and are enforced through supplier selection, contractual requirements, and operational oversight.</p>

		 TTS Sustainability Responsibility Manual.pdf
7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.	✓	✓ Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.  Animal and Wildlife Policy.pdf
7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.	✓	✓ All excursions that may involve interaction with wildlife are designed and operated in accordance with recognized codes of conduct (including principles aligned with Travelife and international best practices). These activities are managed to ensure that they do not cause adverse effects on wildlife populations, their natural behavior, or ecosystem viability. TTS applies a “Do No Harm” approach, taking cumulative impacts into account and ensuring that: Any disturbance to natural ecosystems is minimized and avoided wherever possible; Activities respect carrying capacity and natural behavior of wildlife; Sensitive areas are protected through controlled access and responsible guiding practices; Conservation awareness is promoted, and where applicable, activities contribute indirectly to conservation and ecosystem protection efforts. These principles are embedded in TTS’s Wildlife Protection Policy, Code of Ethics, and operational procedures, and apply to all excursions operated directly by TTS and to its

		contracted partners.
		 TTS Sustainability Responsibility Manual.pdf
7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.	✓ ✓	<p>TTS works exclusively with certified and local guides who have a strong understanding of local cultures, traditions, and community customs. These guides are selected to ensure respectful interactions with local communities and responsible behavior in culturally and ecologically sensitive sites.</p> <p>This requirement is integrated into TTS's operational procedures and reinforced through guide selection, training, and client feedback mechanisms to ensure continuous compliance and quality.</p>
7.14. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).	✓ ✓	<p>The company includes and actively promotes excursions and activities that directly involve and support local communities by purchasing local services and goods, promoting traditional crafts, and highlighting local food production and cultural heritage.</p> <p>Concrete examples include:</p> <p>Boat Pirate excursion – lunch based on locally sourced products, including grilled fish, salad, and couscous, supporting local fishermen and local food producers.</p> <p>Flavours of Djerba – visits to the Guellala Museum to discover the island's traditions and customs; exploration of the souk and Medina of Houmt Souk; lunch at a local seaside restaurant; and a visit to Dar Jilani, a museum and artist's workshop promoting local art and craftsmanship.</p> <p>Ksar Ghilane – Zmela & Matmata excursion – visit to an ancient ksar (traditional granary) and free time in Tataouine, complemented by visits to the troglodyte dwellings of Matmata, supporting local heritage preservation and community-based tourism.</p>

		<p>These activities contribute to local economic development, preserve cultural heritage, and provide authentic, respectful experiences for clients.</p>
7.15. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).	✓ ✓	<p>TTS includes and promotes excursions and activities that support the local environment and biodiversity, while ensuring that human impacts are carefully managed and minimized.</p> <p>Concrete examples include:</p> <p>Excursions to the Kuriat Islands, a protected natural area where marked zones and awareness measures are in place for the protection of marine turtles, particularly the <i>Caretta caretta</i> species, which uses the islands as an important nesting site.</p> <p>Snorkeling (free-diving) activities to observe coral reefs and <i>Posidonia</i> seagrass meadows, accompanied by environmental awareness messages highlighting the ecological importance of these habitats, including the fact that nearly one-third of the Mediterranean's <i>Posidonia</i> meadows are located along the Tunisian coast.</p> <p>These excursions are not promoted as mass tourism products. They are offered in a controlled and limited manner specifically to prevent negative impacts from human activities, protect sensitive ecosystems, and support biodiversity conservation through responsible tourism practices.</p>

8. Tour leaders, local representatives, and guides

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Tour leaders, local representatives and guides

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Action	 	Details
8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.	 	<p>In cases of equal qualification, the company gives preference to employing local tour leaders, representatives, guides, drivers, and other local staff, including for supervisory and management positions, in order to support local employment and community development.</p> <p>A structured integration (onboarding) program is in place for seasonal guides. In addition, the company seeks to re-engage the same seasonal guides each year, based on performance evaluations and client feedback, ensuring continuity, skills development, and service quality.</p> <p>Training and capacity building are provided as required to maintain high operational, safety, and sustainability standards.</p>
8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.	 	<p>The business ensures that all tour leaders, representatives, guides, and locally active staff contracted by the company clearly understand the terms and conditions of their engagement, including duties, remuneration, ethical obligations, and expected conduct.</p> <p>At TTS, 100% of guides operate as freelancers, including seasonal freelance guides. All guides are subject to the TTS Internal Regulations, including Annex 2: the Guide Code of Conduct (Charter of Good Conduct for Tourist Guides), which is formally communicated to them prior to collaboration.</p>

		<p>This Charter:</p> <p>Clearly defines professional roles, responsibilities, and behavioral standards;</p> <p>Requires compliance with applicable legislation, TTS procedures, and operational rules;</p> <p>Sets expectations related to service quality, safety, ethics, non-discrimination, and respect for clients and communities;</p> <p>Integrates environmental and social responsibilities in line with TTS's CSR approach.</p> <p>Guides acknowledge these conditions as part of their collaboration with TTS. A structured onboarding process ensures that freelance and seasonal guides are fully informed of their rights, obligations, and remuneration conditions before assignments begin.</p> <p>This framework ensures transparency, fairness, and responsible employment practices across all guiding activities.</p> <p> نظام داخلي خاص بوكالات الأسفار.docx</p>
8.3. Living wage	✓	<p>✓</p> <p>TTS ensures that tour leaders, local representatives, guides, porters, and other locally active staff contracted by the company are paid at least a living wage, which in the Tunisian context is higher than the legal minimum wage and prevailing industry standards.</p> <p>A comparative wage study was conducted in November 2025 to assess TTS remuneration levels against living-wage benchmarks applicable in Tunisia. The results confirmed that no individual receives remuneration below the living wage. This commitment applies to all contracted staff, including freelance and seasonal personnel, and supports fair, responsible, and ethical employment practices.</p> <p> Evaluation Living Wage_TTS_2025.xlsx</p>

8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.	✓	✓ Tour leaders and local representatives contracted by TTS work in full compliance with all relevant legal requirements, including licensing obligations. The validity of the professional license is the primary criterion for engaging a guide or local representative, and this is verified prior to any collaboration.
8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.	✓	✓ TTS ensures that key tour leaders, local representatives, and guides contracted by the company are appropriately qualified and regularly trained. Policies and Qualification Requirements: The valid professional license is a mandatory prerequisite for contracting any guide or tour leader. Guides must demonstrate proven experience, knowledge of local culture and heritage, and compliance with national regulations. All guides are required to adhere to the TTS Internal Regulations, including the Guide Code of Conduct (Annex 2), which defines professional, ethical, environmental, and social responsibilities. Training and Capacity Building: TTS provides onboarding and briefing sessions for guides, including freelance and seasonal guides, to ensure alignment with operational standards and sustainability principles. Regular training and awareness sessions are organized or planned, covering topics such as responsible tourism, cultural sensitivity, environmental protection, child safeguarding, and wildlife protection.

		Refresher training is reinforced through operational follow-up and client feedback analysis. Charte-de-bonne-conduite-des-guides-TTS-Role-et-Engagements_090125.pdf
8.6. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.	✓ ✓	<p>TTS ensures that tour leaders, local representatives, and guides are informed about the relevant aspects of the company's sustainability policies and are expected to comply with them.</p> <p>Communication and Integration Measures include:</p> <ul style="list-style-type: none"> Formal communication of sustainability requirements through the TTS Internal Regulations, including the Guide Code of Conduct (Annex 2), which integrates environmental, social, ethical, child safeguarding, and wildlife protection principles. Onboarding and briefing sessions for all guides (including freelance and seasonal), during which TTS sustainability policies and expectations are explained. Written dissemination of key policies (Code of Ethics, Child Safeguarding Policy, Wildlife Protection Policy, Sustainable Procurement principles) shared via email or documentation prior to assignments. Reinforcement through operational follow-up and client feedback, ensuring continuous compliance and improvement. <p>This approach ensures that all guides and local representatives clearly understand and apply TTS's sustainability commitments in their daily activities.</p> <p> نظام داخلي خاص بوكالات الأسفار. docx</p>
8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism	✓ ✓	Our employed tour guides and local representatives, as well as guides hired on a structural basis, participate in regular training programmes covering the following topics:

sustainability principles.

		<p>Sustainability and responsible tourism, including environmental protection, respect for local communities and cultural heritage</p> <p>Child safeguarding and child protection, including awareness of risks and appropriate conduct</p> <p>Health and safety procedures, emergency response, and risk management during excursions</p> <p>Code of conduct and ethical behaviour, including anti-corruption and professional standards</p> <p>Customer service and quality standards, ensuring consistent and responsible guest experiences</p> <p>Training is provided through internal briefings, onboarding sessions, periodic refresher trainings, and written guidelines. Participation is mandatory for employed and structurally contracted guides, and compliance is monitored by local management.</p> <p>We already participated at tourism events, with FTAV, GIZ etc</p> <p>Charte-de-bonne-conduite-des-guides-TTS-Role-et-Engagements 090125.pdf</p>
8.8. Destination knowledge	✓	<p>Tour leaders and local representatives are knowledgeable about the destination, including relevant sustainability aspects. This is supported by a dedicated document entitled “Charte du Guide Responsable”, which outlines good practices for sustainable and responsible tourism.</p>

		<p>This charter is used as a sensitisation and onboarding tool for guides and local representatives, ensuring they are informed about environmental protection, respect for local communities and cultural heritage, and responsible behaviour expected when accompanying clients.</p> <p>Charte-de-bonne-conduite-des-guides-TTS-Role-et-Engagements 090125.pdf</p>
8.9. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).	✓	<p>Leaders, local representatives, and guides are required to inform guests about sustainability, social norms, and human rights at the destination. This is embedded in internal guidelines and guide training, notably the “Charte du Guide Responsable” (slides 14–16).</p> <p>In practice, guides provide information during welcome briefings and excursions on environmental protection (flora, fauna, resource use), cultural norms (dress code, tipping, photography), and human rights, including a zero-tolerance approach to sexual exploitation.</p> <p>Charte-de-bonne-conduite-des-guides-TTS-Role-et-Engagements 090125.pdf</p> <p> TUNISIANTRAVELSERVICEPDFs 2025.zip</p>
8.10. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.	✓	<p>Tour leaders and local representatives contracted by the company receive training and guidance on the prevention and avoidance of sexual exploitation of children. This topic is explicitly covered in the training material “Charte du Guide Responsable” (slides 10 and 18) and in the TTS Child Protection Policy.</p> <p>Training is provided through onboarding sessions, internal briefings, and written guidelines. In addition, local partners are required to comply with the TTS Child Protection Policy and to apply a zero-tolerance approach to sexual exploitation</p> <p>Charte-de-bonne-conduite-des-guides-TTS-Role-et-Engagements 090125.pdf</p> <p> PDF</p>

			TTS Sustainability Responsibility Manual.pdf
8.11. Working conditions The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).	✓	✓	

9. Destinations

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Selection of destinations

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Action	 	Details
9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)	 	
9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.	 	We are working on this, we are working with the same destinations for now but when selecting new ones, sustainability aspects will be properly considered.
9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).	 	We already work with hotels which succeeded to get travelife certificate for accomodations, otherwise, we are working on implementing a policy in order to unselect destinations in which tourism leads to structural negative local effects.  accomodations travelife.png
9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.	 	The reachability through more sustainable means of transport is considered, we are already working on a hybrid cars project.

9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.	✓	✓	
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Local projects and initiatives

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Action			Details
9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.	✓	—	
9.7. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)	✓	✓	
9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).	✓	✓	 Banderole de la journée Mondiale du Tourisme 1.pdf  tourisme office of sousse.jpg
9.9. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.	✓	✓	The INSTM (National Institute of Marine Sciences and Technologies) manages a national programme for the conservation of marine turtles in Tunisia. TTS plans to support this biodiversity conservation initiative through non-financial (in-kind)

		assistance, notably by making buses available if needed to support the activities of the INSTM unit responsible for marine turtle preservation.
		<p>http://www.instm.agrinet.tn/index.php/fr/projets/nationaux</p>
9.10. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).	✓	<p>✓ The professionalism of our well-trained guides make them guide guests about this.</p> <p> Note à tous les Directeurs des Succursales.pdf</p>
9.11. Exploitation and harassment The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.	✓	<p>✓ The TTS is firmly committed to protecting children from all forms of abuse, exploitation, neglect, and discrimination. This commitment is formalised in the TTS Childhood Protection Policy, which applies to all employees, tour leaders, guides, drivers, contractors, suppliers, and partners across Tunisia.</p> <p>The policy establishes a zero-tolerance approach to commercial, sexual, or any other form of exploitation or harassment, particularly involving children and other vulnerable groups. It is supported by strong leadership commitment, mandatory reporting procedures, training for relevant staff, strict standards of conduct, supplier compliance requirements, and the prohibition of child labour throughout the tourism supply chain.</p> <p> TTS Sustainability Responsibility Manual.pdf</p>

10. Customer communication and protection

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2

Prior to booking

13

2

Action			Details
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.	✓	—	
10.2. CRM A Customer Relationship Management system is available (CRM)	✓	—	
10.3. Customer privacy The company ensures that customer privacy is not compromised.	✓	✓	<p>The company ensures that customer privacy is fully respected and not compromised. This commitment is formalised through the TTS Privacy Policy and the IT and Data Security Procedure and is reinforced by the TTS Group Code of Ethics and Professional Conduct.</p> <p>TTS collects and processes customer data only when necessary for legitimate business purposes, such as booking management, contractual obligations, customer support, and legal compliance. Personal data is handled in accordance with applicable Tunisian, European (GDPR), and international data protection regulations.</p> <p>Robust technical and organisational measures are implemented to ensure data confidentiality, integrity, and availability, including controlled access rights, authentication measures, staff training, incident reporting procedures, and secure data retention and deletion rules. Access to customer information is strictly limited to authorised personnel on a need-to-know basis.</p>

		<p>All employees and partners are required to comply with confidentiality obligations and ethical standards as set out in the TTS Group Code of Ethics and Professional Conduct, which prohibits unauthorised access, misuse, or disclosure of customer information.</p> <p>Through these combined policies, procedures, and ethical commitments, TTS ensures that customer privacy is protected across all operations.</p>
10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.	✓	<p>Promotion materials and marketing communications comply with applicable standards and voluntary codes of conduct and are designed to be transparent, accurate, and not misleading.</p> <p>In accordance with the TTS Group Anti-Corruption and Unfair Competition Prevention Policy, the company strictly prohibits any misleading, deceptive, or unfair commercial practices, including the dissemination of false or exaggerated information, denigration of competitors, or manipulation of market conditions. Marketing content is based on legitimate, verified, and up-to-date information and does not promise services or benefits beyond what is effectively delivered.</p> <p>This approach supports fair competition, ethical business conduct, and continuous improvement of responsible marketing practices.</p>
10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	<p>Product and price information is communicated in a clear, complete, and accurate manner and strictly reflects the products and services actually delivered by the company.</p> <p>All product descriptions, pricing structures, inclusions and exclusions, and conditions are based</p>

		<p>on validated and up-to-date operational data. Sustainability-related claims are fact-based, proportionate, and verifiable, and are aligned with the company's documented sustainability policies and commitments.</p> <p>To ensure accuracy and consistency, promotional and sales information is subject to internal validation procedures involving product, operations, and sales management prior to publication or use. Regular reviews and cross-checks are conducted to ensure ongoing compliance, and any discrepancies identified are corrected without delay.</p> <p>This structured approach ensures transparency, prevents misleading information, and demonstrates full compliance with advanced Travelife requirements</p>
10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓ 	<p>Destination information, including sustainability aspects, is factually correct, balanced, and based on verified sources. Content is regularly reviewed to ensure accuracy, transparency, and alignment with local realities.</p> <p>This transparent and reliable approach has contributed to TTS being recognised for several years as the leading inbound travel agency in Tunisia and the exclusive receptive partner of EasyJet and Mondial Tourisme in Tunisia.</p>
10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.	✓ 	
10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.	✓ 	<p>Due to the lack of reliable and standardised emissions data at destination and supplier level in Tunisia, it is currently not possible to systematically calculate and communicate GHG or carbon emissions for individual travel offers prior to booking.</p> <p>Following the completion of the company's carbon footprint assessment in 2024, this topic is in progress, with a clear commitment to raise customer awareness by communicating, where</p>

		feasible, on the company's overall carbon performance and its emissions reduction roadmap, rather than precise per-trip calculations.
10.9. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.	✓	As an inbound travel agency, TTS does not sell or control transport options used by clients to reach the destination, as these are marketed and sold by the outbound tour operator. However, within its scope of responsibility, TTS seeks to favor more sustainable transport options wherever possible in the design and operation of excursions and local services, taking into account availability and local conditions.
10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓	We provide this service and clients have no choice
10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	we are inbound
10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	✓	we do not sell air transport
10.13. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the "better" option.	✓	This criterion is in progress. Sales brochures and promotional materials will be updated to clearly identify certified sustainable accommodations and "green" excursions, using dedicated visual markers. These sustainable options will be made easily recognisable to customers and presented as preferred or better choices, supporting informed decision-making and encouraging more

		responsible travel.
10.14. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓ ✗	<p>Sustainability is a standard and integrated topic in personal travel advice. Client advisors are required to inform both customers and B2B partners about more sustainable alternatives, where available, in line with the company's sustainability commitments and internal guidelines.</p> <p>During personal travel advice (B2C and B2B), advisors actively highlight certified or more sustainable accommodations and "green" excursions and present them as preferred options where relevant.</p> <p>Where feasible, more sustainable options (e.g. certified hotels, lower-impact excursions, and responsible transport choices during excursions) are proposed as opt-in alternatives. In addition, during commercial visits and familiarisation tours at the destination, itineraries are deliberately designed to promote sustainable solutions and green excursions and to encourage partner tour operators to integrate them into their holiday packages.</p>
10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓ ✓	<p>Customers are informed about commercial, sexual, or any other form of exploitation and harassment, particularly involving children and adolescents. This information is communicated prior to the tour through the TTS Codes of Conduct and Child Protection Policy, and on site through briefings and guidance provided by tour leaders, local representatives, and guides.</p> <p>The guide training materials clearly state that guides are required to communicate these topics to clients and to promote a zero-tolerance approach. Customers are encouraged to behave responsibly and to report any concerns or incidents, contributing to the protection of children and other vulnerable groups at the destination.</p>

After booking and during holidays

Action	 	Details
10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	 	<p>Information is provided to consumers about the natural surroundings, local culture, and cultural heritage of the holiday destination. This information is communicated prior to the tour through the TTS Codes of Conduct and other pre-travel information, and on site through briefings and interpretation by tour leaders, local representatives, and guides.</p> <p>Clients are informed about local traditions, customs, cultural heritage, and environmental characteristics of the destination, with the objective of promoting respectful behaviour, cultural understanding, and responsible travel.</p>
10.17. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).	 	<p>Customers are informed about key sustainability aspects and issues in the destination and receive practical recommendations on how to make a positive contribution. This information is communicated prior to the tour through the TTS Codes of Conduct and other pre-travel information, and on site through briefings by tour leaders, local representatives, and guides.</p> <p>Clients are advised on responsible behaviour, including the reduction of resource use and waste, respect for local cultural habits and dress codes, avoidance of illegal souvenirs, protection of flora and fauna, and support for local and sustainable initiatives, with the objective of minimising negative impacts and maximising positive contributions at the destination.</p> <p> codesofconductPDFs_activities_.zip</p>

<p>10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	✓	✓ Customers are informed about relevant health and safety matters through guide briefings and direct conversations during the tour. In addition, an informative poster is displayed in every bus, providing essential information that may be needed by customers throughout the journey.
<p>10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	✓	✓ A designated contact person and a permanently reachable telephone number are available for emergency situations. Multiple emergency contact details are clearly communicated to customers. Emergency contacts (guides, excursions department, hotel, and other relevant services) are displayed in the buses, made available to guides, and accessible to the excursions and back-office teams  Procedure d_urgence en cas d_accident.pdf  Emergency office Hammamet.jpeg  Emergency office Hammamet _2_.jpeg  Emergency Bus.jpeg
<p>10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	✓	✓ Guidelines for handling emergency situations are available and communicated internally. Relevant personnel, including guides, local representatives, drivers, and back-office staff, are trained and informed on emergency procedures, roles, and escalation processes. All drivers and guides hold valid first aid training as part of the requirements of their touristic licence. Additional training and awareness sessions are provided, including by partner tour operators where applicable, to ensure staff are prepared to respond appropriately to different types of clients and emergency situations.  cert secourisme.pdf

		 CSW _ Incidents EJH.pdf
10.21. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.	✓	<p>Currently, clients receive information on expected behaviour and responsible conduct through verbal briefings provided by guides during excursions and activities.</p> <p>The Code of Conduct is not yet formally available to clients, but it is planned to customise the Travelife Code of Conduct to the local context and make it available to guests in the buses. This will strengthen the provision of documented guidelines for sensitive excursions and further minimise adverse visitor impacts.</p>  TUNISIANTRAVELSERVICEPDFs 2025.zip
10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	<p>Customers are informed about commercial, sexual, or any other form of exploitation and harassment, particularly involving children and adolescents. Upon arrival at the destination, general information is provided by local representatives, and before visits and excursions, guides reinforce these messages.</p> <p>The guide training materials clearly state the obligation to communicate on exploitation and harassment issues, particularly those affecting children and adolescents. These communications are aligned with and supported by the TTS Child Protection Policy, which establishes a zero-tolerance approach and provides guidance on responsible behaviour and reporting mechanisms.</p>
10.23. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	<p>Clients are informed about applicable legislation concerning the purchasing, sale, and in- and export of historic or religious artefacts, as well as articles containing materials derived from threatened flora and fauna (e.g. CITES).</p>

		<p>This information is communicated before and during excursions by guides and local representatives, who advise clients on prohibited items, legal restrictions, and responsible purchasing practices, in order to prevent illegal trade and protect cultural heritage and biodiversity.</p>
<p>10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	✓	<p>Clients are encouraged to use local restaurants and shops where appropriate. The majority of excursions include meals, and TTS selects and designates local restaurants known for their authentic character, while ensuring compliance with hygiene and customer safety standards.</p> <p>This approach supports the local economy, promotes authentic cultural experiences, and ensures a safe and high-quality service for clients.</p> <p> Liste des restaurants suggérés.pdf</p>
<p>10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	✓	<p>TTS provides transport services for its guests in order to ensure their safety, security, and service quality, and clients do not independently use local public transport as part of the organised services.</p> <p>However, within its scope of responsibility, TTS actively works to reduce the environmental impact of its transport operations by training its drivers in eco-driving practices, with the objective of lowering fuel consumption and emissions across its fleet.</p> <p> Rapport de formation ECO CONDUITE.pdf</p>
<p>10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</p>	✓	<p>Clients are not encouraged to support local charity and sustainable initiatives.</p> <p>TTS actively contributes to social solidarity by financing donation projects for families in need through ALKARAMA, a charitable association that is part of TTS Group.</p>

		<p>https://www.tts.com.tn/engagements/</p> <p>EL KARAMA is 100% financed annually by contributions from TTS Group subsidiaries and supports social and community-based initiatives. Through this commitment, TTS demonstrates its support for local communities and encourages positive social impact at the destination.</p>
10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	✓	<p>The company complies with all applicable legal and financial requirements related to its activities. TTS holds the necessary insurance coverage for its clients, vehicle fleet, employees, and operational infrastructures.</p> <p>In addition, TTS ensures that all service providers involved in excursions hold the required civil liability insurance, in line with legal requirements and contractual obligations. This approach ensures financial protection, risk management, and compliance across all operations.</p>

After holidays

3

Action	 	Details
10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓ 	<p>Customer satisfaction is systematically monitored through a structured feedback process, primarily managed by outbound tour operators (TOs). Main customer questionnaires are conducted by TOs, and the results and feedback are regularly communicated to TTS for analysis and follow-up.</p> <p>Key Performance Indicators (KPIs) are defined by the TOs and are monitored jointly by TTS operational teams and the TOs' customer service teams. Feedback and KPI results are reviewed during regular follow-up meetings (e.g. with EasyJet and at meeting points), allowing issues to</p>

		<p>be identified, corrective actions to be agreed, and service and product improvements to be implemented.</p> <p>This collaborative monitoring system ensures continuous improvement of service quality and customer satisfaction</p> <p> questionnaire_after_holiday.docx</p> <p> Guest satisfaction survey EJH.png</p> <p> Transfer CSAT October 25.pdf</p>
10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.	✓	<p> Transfer CSAT October 25.pdf</p> <p> Guest Feedback Octo 2025.xlsx</p>
10.30. Complaints The company has clear procedures in case of complaints from clients.	✓	<p>✓</p> <p>The company has clear procedures for handling client complaints, which are mainly received via tour operators and typically concern transport, guides, or accommodation and restaurants.</p> <p>Complaints are analysed by the relevant teams, information is collected from drivers, guides, customers, or suppliers as appropriate, and corrective actions are implemented. Where applicable, compensation is managed in coordination with the tour operator and deducted from the service provider concerned</p> <p> Claim 2026.pdf</p>