

SUSTAINABILITY RESPONSIBILITY MANUAL



Overview

TTS is committed to leading by example in promoting sustainable, ethical, and responsible tourism across all regions of Tunisia. As an inbound travel agency with an extensive operational presence—through our offices, vehicle depots, and partnerships distributed throughout the country—we recognize both our influence and our responsibility toward the environment, local communities, cultural heritage, clients, and employees. Our sustainability approach is founded on the principles of prevention, continuous improvement, transparency, and partnership.

This Sustainability & Responsibility Manual consolidates the core policies that guide our environmental, social, safety, and ethical commitments. Together, they form a comprehensive framework that supports responsible decision-making and ensures that sustainability is integrated consistently across all aspects of our operations and service delivery.

Through this manual, TTS aims to:

- Establish clear strategic direction and governance for sustainability, environmental protection, and responsible tourism
- Align with national environmental regulations, international standards, and global best practices in sustainable development
- Ensure that all employees, partners, and suppliers operate according to the same principles of integrity, responsibility, and respect
- Strengthen our ability to anticipate risks, prevent negative impacts, and generate positive contributions for the destinations and communities we serve
- Demonstrate our long-term commitment to conserving natural resources, reducing emissions, and protecting biodiversity across Tunisia's diverse regions
- Foster a culture of sustainability within the organization through training, awareness, and performance monitoring
- Guarantee high standards of safety, wellbeing, and ethical conduct for clients, employees, children, and vulnerable individuals

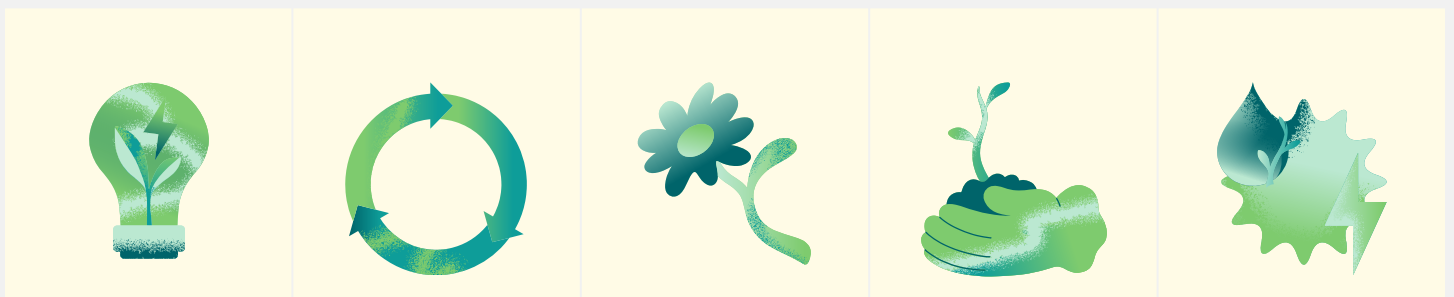
This manual brings together all operational policies currently governing TTS's sustainability and responsibility efforts, including:

- ***Water Sustainability Policy***

- ***Energy Sustainability Policy***
- ***Waste Management Sustainability Policy***
- ***Carbon Reduction and Sustainable Travel Policy***
- ***Community Engagement and Local Empowerment Policy***
- ***Air Pollution Reduction Policy***
- ***Biodiversity Protection Policy***
- ***Environmental Promotion and Services Policy***
- ***Health and Safety Policy***
- ***Childhood Protection Policy***
- ***Wildlife Protection Policy***

Together, these policies reflect TTS's commitment to building a sustainable tourism model one that respects natural and cultural heritage, supports local communities, protects vulnerable groups, safeguards the wellbeing of travelers and staff, and contributes to environmental preservation at national and regional levels.

This integrated approach ensures consistency, accountability, and alignment with our long-term vision: to deliver exceptional travel experiences while contributing positively to people, nature, and the future of tourism in Tunisia.



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TTS recognizes water as an essential and finite resource, fundamental to the wellbeing of communities and ecosystems, and integral to the destinations in which we operate. As an inbound travel agency, we acknowledge our responsibility to manage water carefully across our operations, partnerships, and guest experiences. This policy outlines our commitment to responsible water stewardship and the actions we take to support long-term sustainability.

1. Commitment to Responsible Water Use

We are dedicated to integrating water-efficient practices throughout our organization. This includes reducing consumption in our offices and transport operations, supporting responsible water management within our supply chain, and encouraging travelers to adopt water-conscious behaviors. Our approach is rooted in continuous improvement and informed by measurable data whenever feasible.

2. Office Operations

TTS seeks to minimize water use within its offices through:

- Installing water-efficient fixtures and devices
- Ensuring timely detection and repair of leaks
- Providing ongoing staff education on water conservation
- Monitoring water consumption to identify trends and areas for improvement

3. Transport Operations

Our transport-related activities are designed to reduce unnecessary water use by:

- Limiting the frequency of vehicle washing
- Utilizing eco-friendly or water-recycling car wash services
- Training drivers in water-efficient maintenance practices

4. Travel Experiences and Supply Chain

We recognize that many of the most meaningful opportunities for water stewardship occur through the partners and experiences we select. TTS is committed to:

- Collaborating with hotels, restaurants, and service providers that demonstrate sound water management
- Avoiding water-intensive activities in regions where water scarcity is a concern
- Informing travelers about practical steps to reduce water use during their journeys

5. Continuous Improvement

TTS will regularly assess the effectiveness of its water conservation measures and seek opportunities to further improve efficiency. Where possible, we incorporate new technologies, best practices, and stakeholder feedback to enhance our performance.

This policy reflects TTS's commitment to safeguarding water resources and ensuring that our operations contribute positively to the regions in which we work. Through consistent implementation and ongoing review, we strive to support a more sustainable future for our industry and the destinations we serve.

TTS is committed to sustainable development and to reducing the environmental footprint of its activities. Energy is central to nearly every aspect of travel—from transport to office operations—and we recognize our responsibility to manage it efficiently and responsibly. This policy outlines our commitment to lowering our energy consumption through structured, measurable, and continuously improving actions.

1. Commitment to Responsible Energy Use

We aim to reduce our overall energy consumption, optimize operational efficiency, and promote responsible energy behavior among our staff, partners, and clients. Our approach prioritizes practical initiatives supported by regular monitoring to ensure that progress can be measured and strengthened over time.

2. Transport Operations

Transportation is a significant contributor to our energy use, and we are committed to reducing its impact through the following actions:

- Gradually replacing conventional vehicles with cleaner alternatives, such as hybrid, electric, or low-emission models
- Optimizing route planning to minimize mileage
- Training drivers in eco-driving techniques that reduce fuel consumption
- Promoting shared transfers to limit the number of individual trips
- Monitoring fuel consumption regularly to identify trends and opportunities for improvement

3. Offices and Administration

Within our administrative operations, TTS seeks to create work environments that use energy sparingly and responsibly. Key actions include:

- Replacing energy-intensive equipment with high-efficiency alternatives
- Using LED lighting, motion sensors, and other low-impact technologies
- Regulating heating and cooling through programmable thermostats
- Ensuring that equipment is switched off outside working hours
- Reducing paper use by prioritizing digital processes

4. Activities and Excursions

As a travel agency, we influence the energy footprint of the experiences we provide. To support responsible tourism, TTS is committed to:

- Offering and promoting low-energy activities such as hiking, cycling, and cultural tours
- Collaborating with local partners that demonstrate environmental responsibility
- Grouping departure times for excursions to avoid unnecessary and repeated transportation

5. Awareness and Training

Responsible energy management is strengthened when all stakeholders are informed and engaged. We therefore commit to:

- Providing staff with training on energy-saving practices
- Displaying reminders and guidelines in the workplace to reinforce responsible habits
- Informing clients about our commitment to environmental sustainability and encouraging energy-conscious behavior during their stay

6. Monitoring and Evaluation

TTS will conduct ongoing evaluation of its energy performance to ensure continual progress. This includes:

- Conducting an annual energy audit
- Using tracking indicators such as office electricity consumption and vehicle fuel usage
- Setting annual reduction targets based on measurable data
- Reviewing and updating this policy each year in line with results and evolving best practices

This policy formalizes TTS's commitment to responsible energy use across its operations, partnerships, and guest experiences. Our long-term goal is to progressively reduce our environmental impact while supporting a more sustainable future for the destinations and communities we serve.

TTS recognizes its responsibility to protect the environment and is committed to minimizing its ecological impact through responsible and sustainable waste management. This policy outlines how we reduce, sort, and manage waste across all areas of our operations—from office activities to transport services and excursions—while fostering a culture of environmental responsibility among our staff, partners, and travelers.

1. Waste Reduction at the Source

Reducing waste before it is created is the foundation of our approach. To achieve this, TTS is committed to:

- Prioritizing digital formats for tickets, brochures, contracts, invoices, and other documents
- Reducing paper consumption by adopting digital tools and workflows
- Minimizing the use of single-use plastics
- Encouraging the use of reusable items such as water bottles and lunch containers
- Using rechargeable batteries and ink-tank printers
- Implementing electronic booking, documentation, and signature platforms

2. Waste Sorting and Recovery

Proper waste separation ensures that recyclable and recoverable materials are handled responsibly. TTS will:

- Implement waste sorting systems in offices, vehicles, and workshops
- Ensure all waste generated during excursions is collected and returned for proper disposal
- Partner with certified waste management providers

3. Awareness and Training

Effective waste management relies on shared understanding and commitment. TTS will:

- Train staff in responsible waste practices
- Provide guidance to clients on environmentally responsible behavior during travel
- Encourage partners to adopt similar waste-reduction and sorting practices

4. Responsible Transport Operations

To minimize waste in transport activities, TTS will:

- Equip vehicles with waste containers
- Avoid unnecessary consumables during trips
- Use eco-friendly, biodegradable products such as lubricants and cleaners
- Reuse parts when possible, including spare parts, pallets, and retreaded tires
- Conduct preventive maintenance to reduce waste
- Apply biodegradable maintenance products whenever feasible

5. Eco-Friendly Excursions

TTS is committed to:

- Following a strict “leave no trace” policy at all sites
- Collaborating with sustainable activity providers
- Promoting excursions and activities with low environmental impact

6. Continuous Improvement

TTS regularly evaluates its waste management practices to identify opportunities for improvement and measurable reductions in its environmental footprint. Every team member plays an active role in implementing and enhancing these efforts.

This policy reflects TTS’s commitment to responsible waste management and the long-term protection of the natural environments in which we operate.

TTS is committed to making travel more sustainable by reducing its carbon footprint and promoting responsible practices across all aspects of its operations. As an inbound travel agency, we recognize our influence on transportation, excursions, and administrative activities, and we take active steps to ensure that our services contribute to a greener future. This policy outlines our approach to measuring, managing, and reducing carbon emissions while encouraging low-impact travel experiences.

1. Carbon Audit and Assessment

Understanding our impact is the foundation of effective climate action. TTS commits to:

- Conducting comprehensive carbon footprint assessments that include client travel, supplier activities, and office operations
- Identifying the primary sources of emissions in order to establish targeted reduction strategies

2. Sustainable Land Transport

Transportation represents a significant portion of travel-related carbon emissions. To reduce this impact, TTS is committed to:

- Partnering with eco-friendly transport providers that use low-emission or efficient vehicles
- Promoting shared transportation options such as minibuses and buses to decrease the number of individual trips
- Optimizing routes to minimize unnecessary mileage and fuel use

3. Responsible Excursion Sales

Excursions are an important part of the travel experience, and we prioritize offerings that support low-carbon tourism. TTS is committed to:

- Promoting activities with minimal environmental impact, including hiking, cycling, cultural visits, and other low-energy experiences
- Avoiding excursions and activities that generate excessive carbon emissions
- Working with environmentally responsible partners who adhere to sustainable tourism practices

4. Reducing Office Emissions

TTS leads by example by reducing emissions associated with its administrative operations. Our commitments include:

- Minimizing paper use by prioritizing digital documents, communication, and internal processes
- Powering our offices with renewable or green energy sources whenever available
- Encouraging virtual meetings, remote collaboration, and online training to reduce commuting and travel-related emissions

5. Continuous Improvement

TTS regularly reviews its carbon reduction practices to identify new opportunities for improvement. We remain committed to strengthening our environmental performance through data-driven decisions, industry best practices, and collaboration with partners who share our goals.

This policy reflects TTS's long-term commitment to reducing carbon emissions and offering sustainable, responsible, and low-impact travel experiences.

TTS is committed to ensuring that travel creates meaningful and lasting value for the destinations and communities we serve. Tourism has the potential to support local livelihoods, celebrate cultural heritage, and strengthen community resilience—provided it is developed responsibly and respectfully.

This policy establishes TTS’s commitments to collaborating with local partners, promoting authentic cultural experiences, and ensuring that the benefits of tourism are shared fairly with the people who make each destination unique.

1. Supporting Local Businesses and Producers

TTS prioritizes partnerships with locally owned and operated businesses to reinforce the economic independence and sustainability of communities.

TTS commits to:

- Partnering with local restaurants, accommodation providers, artisans, and service operators.
- Promoting regional food products, handicrafts, and cultural goods within our tours and excursions.
- Selecting suppliers who contribute directly to the local economy and demonstrate responsible business practices.

2. Empowering Local People Through Employment and Training

Local people are central to authentic cultural exchange. TTS supports local talent by:

- Employing and training local guides who provide community-based insights and authentic perspectives.
- Ensuring that staff and partners reflect and respect the cultural, social, and environmental knowledge of their region.
- Creating opportunities for continuous skills development and professional growth within the tourism sector.

3. Responsible and Community-Centered Experiences

TTS prioritizes excursions and activities that uphold community wellbeing, cultural integrity, and responsible tourism principles. TTS commits to:

- Offering tours and experiences that are managed by, or directly benefit, local communities.
- Supporting community-led initiatives such as cultural workshops, village visits, and heritage programs.
- Avoiding “tourist traps” or activities that exploit local traditions, people, or cultural heritage.
- Collaborating with community organizations engaged in cultural preservation and environmental conservation.

4. Contribution to Community Development

TTS recognizes the importance of reinvesting in the communities where we operate. TTS commits to:

- Allocating financial contributions to community development programs, with priority given to education, healthcare, and environmental conservation initiatives.
- Supporting grassroots and community-led projects that promote social wellbeing, cultural continuity, and environmental resilience.

This policy reflects TTS's commitment to strengthening local economies, protecting cultural heritage, and ensuring that tourism contributes positively to community wellbeing and long-term sustainability. All staff, partners, and suppliers are expected to uphold and implement these principles in their daily activities and decision-making.

TTS is committed to reducing air pollution generated by its operations and ensuring that its services contribute positively to environmental quality and community wellbeing. As an established inbound travel agency with agencies and vehicle depots strategically located across multiple regions of Tunisia, we are uniquely positioned to minimize unnecessary travel distances and significantly reduce emissions. This policy outlines the principles and actions guiding our efforts to limit atmospheric pollutants and promote cleaner, more efficient tourism operations.

1. Air Pollution Assessment and Monitoring

TTS recognizes the importance of evidence-based environmental management and commits to:

- Identifying and evaluating major sources of emissions associated with transport, excursions, and office activities
- Monitoring air-quality indicators and emission levels on a regular basis
- Using collected data to establish clear reduction targets and inform continuous improvement initiatives

2. Cleaner and More Efficient Transport Operations

To mitigate the impact of transport-related air pollution, TTS implements the following actions:

- Gradual adoption of hybrid, electric, and low-emission vehicles
- Selection of transport partners compliant with strict environmental and emission-control standards
- Route optimization to reduce mileage and avoid unnecessary vehicle deployment
- Promotion of shared transfers to reduce the number of vehicles in circulation
- Training drivers in eco-driving techniques to lower fuel consumption and emissions

Strategic Regional Presence to Reduce Emissions

TTS operates agencies and vehicle parks in multiple regions of Tunisia.

This regional distribution significantly reduces vehicle repositioning, avoids empty trips, and minimizes long travel distances between service points.

This structure enables TTS to:

- Lower fuel consumption and emissions
- Enhance operational efficiency
- Provide faster, localized service to clients
- Support improved air quality at regional and national levels

3. Low-Impact and Responsible Excursions

TTS ensures that excursions align with clean-air priorities by:

- Promoting low-emission activities such as hiking, cycling, and cultural visits
- Limiting excursions requiring high fuel consumption
- Partnering with providers who follow environmentally responsible practices

4. Reducing Office-Related Air Emissions

TTS reduces office emissions by:

- Using energy-efficient equipment and lighting
- Reducing electricity use and prioritizing green energy where possible
- Encouraging virtual meetings to limit commuting
- Managing heating, cooling, and ventilation efficiently

5. Training, Awareness, and Stakeholder Engagement

TTS is committed to:

- Training staff on emission reduction and air-quality protection
- Educating travelers on low-impact behavior
- Encouraging partners to adopt cleaner technologies and sustainable practices
- Supporting local initiatives to improve air quality

6. Continuous Improvement

TTS evaluates the effectiveness of its initiatives and adapts its strategies in line with technological innovations, evolving regulations, and industry best practices.

This policy reaffirms TTS's commitment to reducing air pollution, protecting public health, and delivering responsible travel experiences supported by a national operational structure that minimizes travel distances and strengthens environmental performance.

TTS acknowledges the fundamental importance of biodiversity in sustaining healthy ecosystems, supporting local communities, and contributing to the quality and authenticity of the travel experiences we offer. As an inbound travel agency operating across multiple regions of Tunisia, we have both the responsibility and the capacity to ensure that our activities respect, preserve, and enhance natural environments. This policy outlines our commitment to integrating biodiversity protection into our operations, partnerships, and travel experiences.

1. Assessment and Monitoring of Biodiversity Impacts

TTS is committed to:

- Identifying potential effects of transport, excursions, and supplier operations on local ecosystems
- Monitoring sensitive areas visited by clients to detect risks of disturbance or degradation
- Using environmental and operational data to guide decisions and refine biodiversity protection efforts

2. Responsible Transport and Reduced Ecological Disturbance

TTS will:

- Promote low-emission, energy-efficient, and quieter vehicles whenever possible
- Leverage its network of regional agencies and vehicle depots to reduce long-distance travel and unnecessary vehicle transfers
- Optimize routes and encourage shared transfers to limit traffic in sensitive zones
- Collaborate only with transport providers who follow recognized environmental standards

3. Environmentally Responsible Excursions

TTS commits to:

- Promoting low-impact excursions such as nature walks, cycling tours, wildlife observation, and cultural visits
- Avoiding activities that may harm wildlife, degrade habitats, or disturb fragile environments
- Supporting protected areas and local conservation efforts
- Implementing guidelines to limit noise, waste, and visitor pressure in sensitive areas

4. Collaboration With Responsible Partners

TTS will:

- Prioritize accommodations, guides, restaurants, and activity providers with strong environmental practices
- Encourage suppliers to adopt biodiversity-safe procedures and comply with conservation regulations
- Promote sustainable land-use and resource management within the supply chain

5. Capacity Building and Awareness

TTS commits to:

- Training staff on ecosystem sensitivity and biodiversity protection
- Informing travelers about appropriate behavior in natural environments
- Sharing biodiversity expectations with partners and integrating them into guidelines

6. Support for Conservation and Community Initiatives

TTS will:

- Support conservation programs and community-led environmental initiatives
- Promote tourism experiences that benefit communities protecting natural resources
- Encourage sustainable practices that contribute to biodiversity protection

7. Continuous Improvement

TTS will:

- Evaluate biodiversity measures annually
- Integrate new scientific insights and best practices
- Strengthen collaboration with environmental organizations and public authorities

This policy reaffirms TTS's commitment to conserving Tunisia's natural heritage and ensuring that tourism contributes to healthy, resilient, and well-preserved ecosystems for future generations.

TTS is committed to integrating environmental responsibility into all aspects of its operations and promoting sustainable tourism practices throughout its service offering. As an inbound travel agency with a strong operational presence across multiple regions of Tunisia, we recognize our duty to protect natural environments, support local communities, and contribute to the long-term sustainability of the destinations we serve. This policy sets out the principles and actions that guide our environmental engagement.

1. Leadership Commitment

Environmental protection and sustainable development are strategic priorities for TTS. The company's top management formally commits to:

- Providing clear strategic direction for the implementation of environmental and sustainability initiatives
- Ensuring environmental considerations are integrated into corporate governance, decision-making, and operational planning
- Supporting and allocating the human, financial, and material resources required to embed a strong environmental culture within the organization
- Promoting a sustainable tourism model at all levels—operational, commercial, and partnership-based
- Demonstrating leadership by upholding, communicating, and reinforcing environmental values across the company

2. Promotion of Environmentally Responsible Tourism

TTS actively promotes environmental responsibility among its clients and stakeholders. We commit to:

- Raising awareness of sustainable tourism principles in all client communication
- Providing travelers with guidance on responsible behavior, including waste reduction, resource conservation, and environmental respect
- Highlighting low-impact tours, eco-friendly activities, and natural attractions that support conservation
- Supporting initiatives that promote Tunisia's environmental heritage in a responsible and educational manner

3. Integration of Environmental Standards in Services

TTS will:

- Develop travel products that prioritize low-impact experiences and environmentally responsible suppliers
- Promote transportation and accommodation options that meet sustainability criteria
- Align services with legislation, international sustainability standards, and sector best practices
- Ensure new tourism offerings have demonstrably reduced environmental impact

4. Commitment to Environmental and Sustainability Certification

TTS will:

- Seek and maintain recognized environmental and sustainable tourism certifications
- Assess compliance with certification requirements and implement necessary improvements
- Use certification processes as tools to evaluate and validate environmental performance

5. Collaboration With Environmentally Responsible Partners

TTS commits to:

- Selecting partners based on environmental performance and alignment with sustainability principles
- Encouraging suppliers to adopt practices that reduce energy consumption, waste, and pollution
- Supporting community-led conservation projects and environmentally responsible local businesses

6. Environmental Awareness, Training, and Capacity Building

TTS will:

- Provide staff with training on environmental protection and sustainable tourism
- Mobilize the resources required to embed an environmental culture within the organization
- Promote environmentally friendly practices in offices and field operations
- Encourage a culture of engagement and continuous improvement among employees

7. Development of Eco-Friendly Tourism Experiences

TTS will:

- Design experiences that respect natural ecosystems and minimize disturbance
- Promote low-impact activities such as nature walks, cycling tours, wildlife observation, and cultural exploration
- Avoid activities that degrade natural environments or harm biodiversity
- Collaborate with conservation organizations, protected areas, and local communities

8. Continuous Improvement and Environmental Monitoring

TTS commits to:

- Monitoring the environmental impact of its services and operations
- Updating guidelines and standards in line with best practices and innovations
- Integrating new sustainability technologies and regulatory requirements
- Reviewing environmental performance annually

This policy formalizes TTS's commitment to sustainable tourism, enhanced environmental performance, and the long-term preservation of Tunisia's natural and cultural heritage.

TTS is fully committed to ensuring the health, safety, and wellbeing of its clients, employees, and partners. As a leading inbound travel agency operating across multiple regions of Tunisia, we recognize that safeguarding people is an essential obligation and a fundamental component of responsible tourism. This policy defines the principles, responsibilities, and procedures that guide our approach to preventing accidents, protecting health, and maintaining safe working and travel environments.

1. Leadership Commitment

TTS's top management places health and safety at the highest strategic level. Senior leadership commits to:

- Integrating health and safety considerations into corporate governance and operational decision-making
- Ensuring compliance with all applicable national regulations, professional standards, and international safety principles
- Allocating the human, technical, and financial resources necessary to maintain safe conditions for clients and employees
- Promoting a strong organizational safety culture based on prevention, accountability, and continuous improvement
- Demonstrating leadership through visible commitment, transparent communication, and consistent reinforcement of safety requirements

2. Protection of Health and Safety

TTS ensures that all services delivered to travelers meet strict safety requirements. We commit to:

- Providing safe, compliant, and regularly inspected transportation services
- Working exclusively with accommodation, restaurant, and activity partners that meet robust health and safety standards
- Conducting risk assessments for all excursions and ensuring that activities are supervised by qualified professionals
- Communicating clear safety instructions before and during activities, including emergency procedures
- Ensuring that high-risk activities follow enhanced safety protocols
- Maintaining rapid communication channels for emergency support and incident reporting

3. Employee Health, Safety, and Working Conditions

TTS provides a safe and healthy work environment for all employees. We commit to:

- Ensuring safe working conditions, equipment, and tools
- Providing mandatory training on occupational safety, first aid, and emergency response
- Implementing preventive measures to reduce workplace risks and improve employee wellbeing

- Encouraging immediate reporting of hazards, unsafe conditions, or incidents without fear of reprisal
- Ensuring that drivers, guides, and field teams comply with safety procedures, rest requirements, and responsible conduct
- Promoting a respectful, healthy, and supportive work environment

4. Risk Prevention and Operational Control

TTS integrates systematic risk management into all activities. We will:

- Identify, assess, and control risks related to transport operations, excursions, and office activities
- Maintain documented emergency plans for medical incidents, environmental hazards, and operational disruptions
- Ensure regular inspection and maintenance of vehicles, equipment, and facilities
- Review and update safety procedures based on feedback, audits, and regulatory evolution

5. Hygiene, Sanitation, and Public Health Protection

TTS ensures strict hygiene and sanitation across all operations. We commit to:

- Maintaining high standards of cleanliness in vehicles, offices, and operational sites
- Collaborating with hospitality and food service partners that apply rigorous hygiene and food-safety protocols
- Providing guidance to travelers on public health protection
- Adapting procedures in line with public health alerts, national instructions, and international guidelines

6. Training, Awareness, and Competence Development

TTS ensures that employees and partners have the competence and awareness required for safe operations. We will:

- Provide regular training in road safety, first aid, risk prevention, emergency procedures, and client safety management
- Raise awareness of workplace hazards and reinforce safe behavior through internal campaigns
- Ensure that safety requirements are communicated to travelers before and during their activities

7. Collaboration With Partners and Service Providers

TTS works exclusively with partners that meet strict safety standards. We commit to:

- Evaluating the safety performance and compliance of suppliers and service providers
- Requiring partners to implement preventive measures and continuous training
- Discontinuing collaboration with partners who fail to meet safety requirements
- Encouraging alignment with international best practices in safe operations and risk management

8. Emergency Preparedness and Incident Management

TTS implements structured procedures to ensure efficient response to emergencies. This includes:

- Clear reporting and escalation protocols for accidents or health incidents
- Immediate coordination with local authorities, medical services, and emergency teams
- Dedicated personnel responsible for managing emergencies and follow-up actions
- Post-incident analysis to strengthen preventive measures and avoid recurrence

9. Continuous Improvement

TTS is committed to continuous progress in health and safety performance. We will:

- Conduct audits, inspections, and performance evaluations
- Update procedures according to regulatory changes, emerging risks, and industry best practices
- Encourage feedback from clients, employees, and partners
- Integrate health and safety considerations into strategic planning and long-term operational development

This policy reaffirms TTS's commitment to ensuring the highest standards of health, safety, and wellbeing for clients, employees, and partners.

TTS is firmly committed to protecting children from all forms of abuse, exploitation, neglect, and discrimination. As a leading inbound travel agency operating across multiple regions of Tunisia, TTS recognizes its responsibility to ensure that all operations, services, and partnerships uphold the highest standards of child safeguarding. This policy establishes the principles, obligations, and procedures that guide TTS in creating a safe environment for all children who may interact—directly or indirectly—with our activities, staff, or partners.

1. Leadership Commitment

The Executive Management of TTS places child safeguarding at the highest level of corporate governance. Senior leadership undertakes to:

- Embed child protection principles into TTS's strategic objectives, operational procedures, and risk-management frameworks
- Comply with all applicable national child-protection laws and relevant international conventions
- Ensure adequate human, financial, and material resources are allocated to effectively implement this policy
- Promote a robust organizational culture of zero tolerance toward child exploitation, abuse, or misconduct
- Provide oversight and accountability mechanisms to ensure continuous compliance with safeguarding requirements

2. Scope of Application

This policy applies to:

- All TTS employees
- Drivers, guides, and field staff
- Contractors, subcontractors, and external consultants
- Accommodation providers, restaurants, activity suppliers, and transport partners
- All individuals or organizations delivering services on behalf of TTS

3. Safeguarding Principles

TTS adheres to the following principles:

- Zero tolerance for any form of child abuse, exploitation, or trafficking
- Best interests of the child as the primary consideration
- Do No Harm: minimizing risks to children in all activities
- Respect for children's dignity, privacy, and rights
- Mandatory reporting of suspected or confirmed violations

4. Protection of Children in Tourism Activities

TTS ensures that tourism operations do not place children at risk. We commit to:

- Prohibiting interactions or experiences that commercialize children or expose them to unsafe environments
- Avoiding excursions or visits that compromise children's wellbeing
- Rejecting and reporting any form of sexual exploitation of children in travel and tourism
- Ensuring that photos or recordings of children are taken ethically and only with proper consent
- Prohibiting child labor in all components of the tourism supply chain

5. Partner and Supplier Compliance

TTS requires all partners to uphold strict child-protection standards. Partners must:

- Comply with national child-protection legislation and international conventions
- Prohibit child labor and exploitation in any form
- Ensure safe, child-friendly environments
- Train relevant staff on child protection when applicable
- Report suspected child endangerment immediately

6. Standards of Conduct for Employees

All TTS employees and representatives must:

- Maintain professional boundaries with children
- Avoid being alone with a child in isolated areas
- Refrain from giving personal gifts, money, or favors
- Never engage in physical, verbal, psychological, or sexual misconduct
- Avoid photographing children without proper consent
- Report all safeguarding concerns promptly
- Comply with TTS's Code of Conduct

7. Training and Capacity Building

TTS will:

- Provide regular training on child safeguarding, risk identification, and reporting
- Ensure drivers, guides, and field teams are trained on risks specific to tourism environments
- Promote awareness of global safeguarding standards

8. Reporting, Response, and Investigation

TTS commits to:

- Providing confidential reporting channels
- Escalating cases immediately to authorities when required
- Documenting and investigating concerns promptly
- Taking disciplinary or contractual measures for violations
- Conducting post-incident reviews to strengthen preventive measures

9. Prevention of Child Labor

TTS strictly prohibits:

- Employment of individuals under 18 in any operational or commercial context
- Use of child labor by suppliers or partners
- Participation in tourism products involving child labor

10. Continuous Improvement

TTS will:

- Review and update this policy periodically
- Conduct internal audits and supplier evaluations
- Integrate new legislation, international guidance, and best practices
- Reinforce safeguarding through governance and operational planning

This policy reaffirms TTS's unwavering commitment to safeguarding children, promoting ethical tourism, and ensuring that all operations respect the rights, dignity, and wellbeing of every child.

TTS is committed to ensuring that its operations, services, and partnerships contribute to the protection, conservation, and ethical treatment of wildlife. As a leading inbound travel agency operating throughout Tunisia's diverse ecosystems, TTS recognizes its responsibility to safeguard natural habitats, prevent wildlife exploitation, and promote responsible tourism practices aligned with national legislation and international conservation standards. This policy establishes the corporate principles, operational requirements, and governance mechanisms that ensure wildlife protection across all TTS activities.

1. Leadership Commitment

The Executive Management of TTS affirms wildlife protection as a strategic organizational priority and undertakes to:

- Integrate wildlife conservation principles into strategic planning, service development, and operational decision-making
- Ensure compliance with national environmental laws, protected-area regulations, and relevant international conventions
- Allocate the human, financial, and material resources required to effectively implement and monitor this policy
- Promote a corporate culture of zero tolerance toward wildlife exploitation or unethical practices
- Oversee policy implementation and continuous improvement through regular review and accountability mechanisms

2. Scope of Application

This policy applies to:

- All TTS employees
- Drivers, guides, and field personnel
- Contractors, consultants, and subcontracted service providers
- Accommodation providers, restaurants, transport suppliers, and excursion partners
- Any individual or entity delivering services on behalf of TTS

3. Corporate Conservation Principles

TTS adheres to the following principles:

- Zero tolerance for harmful or exploitative practices affecting wildlife
- Do No Harm: minimizing ecological disturbance across all activities
- Respect for natural behavior and prohibition of touching, feeding, or provoking wildlife
- Contribution to ecosystem preservation and conservation objectives
- Full compliance with national laws and international wildlife protection conventions

4. Ethical Wildlife Tourism Practices

TTS ensures that tourism products involving wildlife follow strict ethical standards by:

- Promoting sites and partners that adhere to recognized wildlife protection practices
- Avoiding activities involving captive wildlife used for entertainment or forced interactions
- Ensuring that marine and desert excursions do not disrupt wildlife behavior, breeding areas, or migration routes
- Prohibiting intentional feeding, baiting, or manipulation of wildlife
- Providing visitors with guidelines to prevent disturbance or habitat degradation

5. Standards for Partners and Suppliers

TTS requires partners to:

- Comply with environmental regulations and wildlife protection standards
- Avoid harming, capturing, or exploiting wildlife
- Manage natural areas responsibly
- Train personnel on wildlife protection when applicable
- Report any wildlife-related incidents immediately

Non-compliance may result in corrective actions or termination of collaboration.

6. Prevention of Wildlife Exploitation and Illegal Trade

TTS strictly prohibits:

- Participation in wildlife entertainment activities
- Sale or purchase of products derived from protected species
- Supporting suppliers involved in illegal hunting, trapping, or trafficking
- Removal or damage of flora or fauna during excursions

7. Protection of Sensitive Ecosystems

To minimize impact, TTS will:

- Conduct risk assessments for excursions in protected or sensitive areas
- Limit group sizes to reduce ecological pressure
- Use designated trails and authorized zones only
- Promote strict waste-management and “leave no trace” practices
- Avoid tourism development that threatens ecosystem integrity

8. Education, Training, and Awareness

TTS will:

- Train guides, drivers, and staff on wildlife ethics and emergency protocols
- Inform clients about respectful wildlife-viewing behaviors
- Promote awareness of conservation standards among employees and partners

9. Wildlife Incident Response and Reporting

TTS ensures:

- Identification and reporting of wildlife threats or injuries
- Coordination with environmental authorities and conservation organizations
- Thorough documentation and corrective actions
- Policy updates and operational improvements to prevent recurrence

10. Continuous Improvement

TTS will:

- Review and update this policy periodically
- Conduct internal audits and supplier evaluations
- Integrate scientific findings, regulatory changes, and conservation best practices
- Strengthen collaboration with NGOs, scientific institutions, and public authorities

This policy reaffirms TTS's commitment to ethical tourism, biodiversity preservation, and the long-term protection of Tunisia's natural heritage.

TTS recognizes that employee travel has an environmental impact and is committed to measuring, reducing, and mitigating its carbon footprint wherever possible. All employees are required to comply with this policy and adhere to its principles.

The company aims to lead by example by prioritizing sustainable transportation choices for employees, in line with the same environmental responsibility applied to client travel.

To reduce the environmental impact of staff travel, tTTS applies the following principles:

- Ensure that every staff trip has a clear purpose and delivers expected outcomes.
- Plan trips (short or long) in advance to improve efficiency and sustainability (e.g. avoiding congestion, unnecessary detours, or inefficiencies).
- Travel only when necessary and, when required, consolidate activities to reduce the frequency of trips.
- Encourage employees to commute using ride-sharing, carpooling, public transport, cycling, or walking whenever possible.
- Ensure full compliance with safety rules and applicable regulations, which remains a top priority for all employees.

Sustainable Transport Options

Employees are encouraged to select the most sustainable transport option available, depending on distance, time, and operational constraints. Within urban areas, ride-sharing is preferred, and hybrid or electric vehicles should be used whenever available.

Preferred transport options include:

- Train
- Coach / bus
- Shared transport (taxi, ride-sharing applications, carpooling)

Air Travel (when unavoidable):

- Choose reputable airlines
- Economy class is the default option
- Prefer direct flights whenever possible
- Give preference to airlines operating modern, fuel-efficient aircraft
- Travel light and carry only what is necessary

Accommodation

- Accommodation should be booked in advance at standard rates.
- Preference is given to certified sustainable accommodations and/or locally owned hotels.
- Hotels located close to the meeting or training venue are preferred to minimize local transportation needs.

Home-to-Work Commuting

The company encourages employees to reduce the environmental impact of daily commuting and commits to locating offices in areas accessible by public transportation.

Employees are encouraged to:

- Use public transport, ride-sharing, carpooling, cycling, or walking
- Use flexible working hours to avoid peak traffic hours and reduce emissions linked to congestion

Safety Requirements

- Employee safety must never be compromised during travel:
- Drivers must comply with speed limits at all times.
- Seat belts must be worn in cars and helmets used when cycling or riding motorcycles.
- Courteous and patient behavior is expected at all times.
- Driving under the influence of alcohol, medication, or drugs is strictly prohibited.
- Realistic driving schedules must be planned, including appropriate rest breaks.
- Mobile phones must not be used while driving

This policy supports the company's environmental objectives and contributes to reducing greenhouse gas emissions associated with employee mobility. Compliance with this policy is periodically reviewed as part of the Environmental Management System.