

Sustainability policy of MC TRANSILVANIA



MC TRANSILVANIA

Purpose

MC Transilvania is committed to develop, to preserve and to contribute to the sustainability of our authentic destination. The purpose of this policy is to raise consciousness among our staff (internal and external), among our service providers and among our clients.

Scope

This policy applies to staff (internal and external), our service providers and our clients.

Adriana Constantin is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Sustainability commitment

MC Transilvania's leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

MC Transilvania commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

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

Internal management: social policy & human rights

- MC Transilvania supports both career-related and job-related professional development activities.
- MC Transilvania is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- MC Transilvania is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.
- MC Transilvania is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

- MC Transilvania further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow - circularity/the 5Rs (refuse, reduce, reuse, repurpose, recycle)/sustainability/environmentally-sound principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law
 - Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
 - Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
 - Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
 - Energy saving measures are in place in all common areas
 - All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
 - Water saving measures are in place in all common areas and restrooms, including water capture in external areas
 - Waste is separated into the following categories: plastic, organic, paper products, metal, hazardous, glass and is disposed of properly by a private company contracted by the municipality
 - Noise, light, and air pollution is minimised

Carbon management of office operations

- MC Transilvania commits to reducing our carbon footprint by:
 - Monitoring and measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encouraging remote work
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use
 - Installing energy efficient equipment and appliances (where appropriate)

Land use

- MC Transilvania offices are located in both in urban and rural area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- MC Transilvania is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- MC Transilvania prefers to work with partners that share the company's commitment towards

sustainability.

- MC Transilvania prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, MC Transilvania prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- MC Transilvania expects its suppliers to adhere to a Code of Conduct that we will issue, that will include the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of MC Transilvania
- Following a zero-tolerance policy, MC Transilvania will immediately terminate any relationships with suppliers that violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
- MC Transilvania will raise awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
- MC Transilvania will actively collaborate with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- MC Transilvania maintains open lines of communication with our suppliers and partners and encourage

feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partners

- In the entire process of developing and operating our travel packages, MC Transilvania expects partners (service suppliers) to act in the best interests of the surrounding communities and environment as well as our guests.

Transport

- When selecting transport for guests and business related travel, MC Transilvania commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.
- MC Transilvania endeavours in the future to measure and compensate for the unavoidable GHG emissions produced from transportation. Compensation costs will be either included by default in the package price or compensation is actively promoted to the clients as a booking option.

Accommodations

- In the accommodation selection process, MC Transilvania considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- MC Transilvania favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions.
- MC Transilvania aims to conduct some accommodations on the path of sustainability.

Activities & Excursions

- All excursions and activities run by or on behalf of MC Transilvania respect local customs, traditions, cultural integrity, and natural resources.
- MC Transilvania commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- MC Transilvania gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Tour leaders, local representatives, and guides

- MC Transilvania commits to hiring qualified local guides, porters, drivers or other local staff, paying them

living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of MC Transilvania.

- MC Transilvania understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of MC Transilvania are trained regularly and knowledgeable in the sustainability topics of the destination.

Destinations

Sustainable destinations

- MC Transilvania prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- MC Transilvania aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- MC Transilvania does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- MC Transilvania commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights.

Environmental stewardship in destinations

- MC Transilvania commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear internal privacy policy to ensure:
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- MC Transilvania strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers will be informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping.

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers

- Greenhouse Gas emissions and offsetting (as a future plan)
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints
- MC Transylvania maintains open lines of communication with our customers and encourages feedback at any time and on any topic.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Adriana Constantin, who can be reached at adi@mctransylvania.com.

Definitions

“_____” is defined as “_____.”

Effective date

This policy is effective from 15.12.2022.

Revision history

This policy will be revised by 30.06.2023.