

ENVIRONMENTAL & SOCIAL SUSTAINABILITY POLICY	Initial Issue Date	23/01/2019
	Revision Date:	
	Author:	Claudio Pinheiro
	Approved:	

“Best option for the Azores”

Melo Travel is a travel Agency located in Ponta Delgada, main city of São Miguel Island, Azores Archipelago both are part of Portugal. The Travel Agency works on a rented house near the city center and where we have the main administration services. Melo Travel has several external suppliers under contract for the different services we provide to the client.

All the actions of Melo Travel are aligned with its values. Quality with a Service of Excellency, Respect for their clients, partners, suppliers and Staff. Integrity, Ethic and Transparency involving trust, honesty, fairness and dignity. And finally Customer satisfaction with a measure how the service meet or surpass the costumer’s expectations.

At Melo Travel, we recognize that the activities of our agency have an impact on the environment and in the community, if not properly managed. As such we have implemented an **Environmental Management System that meets the requirements of the EarthCheck key performance indicators:**

<ul style="list-style-type: none"> Storage of Environmentally Harmful Substances 	<ul style="list-style-type: none"> Greenhouse Gas Emissions
<ul style="list-style-type: none"> Solid Waste Management 	<ul style="list-style-type: none"> Management of Freshwater Resources
<ul style="list-style-type: none"> Waste Water Management 	<ul style="list-style-type: none"> Management of Social & Cultural Issues
<ul style="list-style-type: none"> Air Quality Protection & Noise Control 	<ul style="list-style-type: none"> Energy Efficiency, Conservation & Management
<ul style="list-style-type: none"> Land Use Planning & Management 	<ul style="list-style-type: none"> Ecosystem Conservation & Management

Melo Travel management is committed with **continual learning and improvement** by way Benchmarking Assessments and the review and approval of an action plan. The action plan has the goal to set Melo Travel Team towards **minimizing our footprint** on the environment by implementing sustainable initiatives aimed at improving the agency’s performance.

In 2017 Melo Travel made a public commitment signing a sustainability charter “Cartilha da sustentabilidade” with short- medium term objectives to comply.

Melo Travel will **comply with all relevant legislation and regulations and aims to achieve international best practice**. We have appointed a member of the group’s department as EarthCheck Coordinator and with the assistance of a team - “Green Team”, have the responsibility for improving the agency’s sustainable performance evolving all the staff members. The Agency’s **Green Team** leads and implement several initiatives outlined in the Action Plan. The Green Team Coordinator is Cláudio Pinheiro from the Groups department, who has the responsibility for improving the Agency sustainable performance.

Special consideration will be given to **employing and empowering local employees**, and wherever possible sustainable products and services will be sourced locally in order to help local economy and the population. One of the objectives is to offer our clients a more sustainable experience with a low carbon footprint and a high local society involvement.

We encourage staff to present our **commitment to environmental and social sustainability** to all key stakeholders including guests, partners, suppliers and contractors. Melo Travel participates in the social project “Rabo de Peixe sabe sonhar”, a summer Camp provided to the children of Rabo de Peixe to develop valuable skills for their future. Another important partnership is with Interpretation Center of Priolo, Priolo is one of the most threatened birds in Europe and the center contributes for the general understanding of the Priolo and its habitat, Azorean Laurel Forest, and to their conservation.

It is Melo Travel purpose to become an example and **catalyst** to be followed by their partners and that the people that visit us get the feeling that sustainability is the core of this company.



23/01/2019 Catarina Cymbron – Director Manager

NOTE: This policy is a public document and will be reviewed annually