

<b>ENERGY, ENVIRONMENTAL &amp; SOCIAL SUSTAINABILITY POLICY</b>	Initial Issue Date	03/01/2023
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**“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.

MELO TRAVEL is a company destination management working in Açores, Portugal. As a travel company who engage with various stakeholders in tourism - namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions - our ambition is to preserve, protect and ultimately enhance the living systems in our destinations that sustain our business and the larger human economy. We aim to follow, implement, and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

Our commitments are categorized under 5 themes.:

1. **Responsible Management & Human Rights**
2. **Destination, Environment, and Community Relations**
3. **Suppliers, Accommodation and Guides**
4. **Excursions, Activities and Transport**
5. **Customer Communication and Protection**

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 aligned with international guidelines such as the global sustainable development goals (SDGs):**

• Storage of Environmentally Harmful Substances	• Greenhouse Gas Emissions
• Solid Waste Management	• Management of Freshwater Resources
• Waste Water Management	• Management of Social & Cultural Issues
• Air Quality Protection & Noise Control	• Energy Efficiency, Conservation & Management
• Land Use Planning & Management	• 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, by **reducing the use of Energy, Water and the production of Waste.**

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 sustainability 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 to improve the Agency sustainable performance.

Special consideration will be given to **employing, empowering local employees and without any kind of discrimination by gender, race, and disability or in other ways**, providing a fair level of pay, conditions of service and availability to all. It will also be addressed to whenever 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 with the goal of achieving the Carbon Neutrality in a medium – term.

