Tour Partner Group Sustainability and ESG Policy

Applies to: all Tour Partner Group destinations, Issued: September 2026, Next review: September 2027

1. Introduction

At Tour Partner Group, we are dedicated to operating as a responsible and sustainable business. We recognise the importance of integrating sustainability and Environmental, Social & Governance (ESG) principles into our operations and decision-making processes. This Sustainability and ESG Policy outlines our commitment to environmental stewardship, social responsibility and ethical governance, and sets out the specific actions we take to meet it.

2. Scope

This policy applies to all Tour Partner Group destination businesses, currently TPG England, TPG Ireland and TPG Nordic, and to any destinations, offices or businesses that join the group in future. It covers all employees, our office operations, and the tours, transport, accommodation and excursions we design and deliver for our clients.

The commitments in this policy apply equally to every destination. How they are put into practice can vary locally, for example because of the transport network or the eco-certifications available in each country. These local differences, along with destination-specific targets, are recorded in our sustainability action plan, which is reviewed monthly. This allows the policy itself to remain stable as the group grows.

3. Environmental Responsibility

Our office operations

We are committed to reducing our environmental impact by adopting sustainable practices, minimising waste, conserving resources and continuously seeking opportunities to reduce our carbon footprint. In practice, we:

- work paperless by default, issuing itineraries, vouchers and invoices digitally and printing only when a client or supplier requires it;
- use LED lighting / a renewable electricity tariff / energy-efficient equipment in our office and switch off equipment at the end of each working day;
- separate and recycle paper, plastics, glass and electronic waste and avoid single-use items in the office;
- hold internal and supplier meetings online where possible to reduce business travel.

Sustainable travel choices

We actively promote and prioritise sustainable options in every programme we design:

- **Transport:** We encourage low-emission and shared transportation, including rail travel, electric or hybrid vehicles and coach travel for groups. In practice, this means building rail or coach options into itineraries by default at the design stage, and requesting electric, hybrid or low-emission vehicles from our ground transport suppliers wherever these are locally available.
- **Accommodation:** We partner with hotels and lodging providers that demonstrate strong sustainability credentials, such as recognised eco-certifications, energy efficiency programmes and waste reduction initiatives. In every destination, we ask accommodation suppliers about their sustainability practices during contracting and give preference to certified properties when offering options to clients.
- **Excursions:** We select and promote experiences that support local communities, protect cultural heritage and minimise environmental impact, including nature-based activities that follow responsible tourism guidelines. We favour locally owned guides, restaurants and activity providers, and we do not sell excursions involving animals in captivity used for entertainment.

Climate action

We support efforts to combat climate change through the following concrete measures:

- We measure our office and business-travel carbon footprint annually, using Ainsty Consulting.
- We improve energy efficiency in our office through specific measures, e.g. smart heating controls, LED lighting, energy-efficient IT equipment.
- We promote sustainable transport to clients by proposing rail and coach alternatives to short-haul flights and domestic car hire wherever practical.
- We encourage staff to commute sustainably, for example through cycle-to-work scheme / season ticket loans / hybrid working.

Biodiversity conservation

We respect and protect the ecosystems in which we operate. We promote biodiversity conservation and responsible natural resource management by working with suppliers that follow responsible tourism guidelines in protected and sensitive areas. In practice, this means requiring excursion and activity suppliers operating in protected or sensitive areas to follow responsible wildlife-viewing and habitat-protection guidance, and excluding activities we identify as harmful to local ecosystems from our excursion offering.

4. Social Responsibility

- **Diversity and inclusion:** We value diversity and inclusion, both within our organisation and in our interactions with customers, partners and communities. In practice, this means offering equal opportunities in recruitment and promotion across all destinations, and reviewing our marketing and client-facing materials so they reflect the diversity of the communities we serve.



- **Community engagement:** We engage with and invest in the communities where we operate, creating positive social impact through partnerships, volunteering and philanthropy. Each employee is offered 1 volunteering day per year.
- **Human rights:** We respect and uphold human rights in all aspects of our business operations and supply chain, including fair working conditions and the protection of children and vulnerable people. Our suppliers adhere to our Supplier Code of Conduct.

5. Governance

- **Ethical conduct:** We maintain high standards of ethics and integrity in all our business dealings, ensuring transparency and accountability. In practice, this is underpinned by our Supplier Code of Conduct, which all suppliers are asked to acknowledge, and by clear internal routes for employees to raise ethical concerns.
- **Responsibility:** Responsibility for this policy sits with our Group Marketing & ESG Strategy Director, Vera Lett, who oversees the sustainability action plan and reports progress to the management team.
- **Risk management:** We identify and manage ESG-related risks, including climate and supply-chain risks, to protect the long-term interests of our stakeholders. In practice, this is done through our sustainability action plan (Section 7), which is reviewed annually and includes supplier due-diligence checks alongside climate-risk assessment.

6. Compliance and Standards

- We comply with all relevant laws and regulations relating to sustainability and ESG in each country where we operate.
- We adhere to industry-specific best practices and guidelines e.g. Travelife for Tour Operators.
- We monitor and respond to developments in sustainability and ESG standards to continually improve our practices.

7. Continuous Improvement

- We maintain a sustainability action plan that is reviewed at least annually.
- We continuously improve our sustainability and ESG practices through innovation, staff education and stakeholder engagement, including e.g. annual sustainability training for all employees.
- We actively seek feedback from employees, customers, suppliers and communities to strengthen our sustainability and ESG initiatives. Feedback can be sent at any time to vera.lett@tourpartnergroup.com.

8. Reporting and Transparency

- We report our sustainability and ESG performance transparently, including progress, challenges and goals, in an accessible and comprehensible way, e.g. through an annual update on our website, board and exec reports, SharePoint site.
- We welcome enquiries from stakeholders and the public about our sustainability and ESG efforts. Please contact our Group Marketing & ESG Strategy Director at vera.lett@tourpartnergroup.com.
- This policy is reviewed annually and is shared with all employees, all suppliers and accessible on our website and SharePoint.

Tour Partner Group's commitment to sustainability and ESG is integral to our identity and guides our actions every day. We believe that through responsible business practices we can create a better, more sustainable future for all. This policy reflects our dedication to these principles and our determination to make a positive impact on the world.

Signed on behalf of Tour Partner Group and all its destination businesses

Vera Lett
Group Marketing & ESG Strategy Director
Date: September 2026