

## **Sustainability policy of Meeting Point Turkey**



**Purpose:**

The company is committed to finding and following ways to promote sustainability. The purpose of this policy is to recycle, reuse, and reduce.

Recycle as much waste material as possible.

Avoid the use of paper whenever possible.

Keep energy usage low.

Reuse waste paper (from the printer) where possible.

Avoid unnecessary travel by making use of instant messaging, video and audio conferencing, telephone, and email.

**Scope:**

*This policy applies to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold the objectives outlined in this policy. All employees are responsible for implementing the company's sustainability policy.*

We are committed to growing our business in a sustainable manner. We recognize that the environment, communities, and cultures within which we operate are vital to the success of our business. Responsible travel is one of our company's core values. We aim to maximize the positive effects that tourism can have on individuals and local communities while minimizing the negative social, environmental, and economic impacts.

This policy outlines what we have already achieved, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company. Therefore, we commit to the following objectives:

- Comply with all relevant legislation and integrate sustainable development principles into core business practices.
- Use our position to drive sustainability within our destination(s).
- Preserve our environment and continually improve our environmental performance.
- Optimize our social impact to enhance local livelihoods and prevent tourism leakages.
- Provide information, training, and support to colleagues and external partners to engage them towards sustainability.
- Provide sustainable information about our products to encourage our clients to choose sustainable travel options.

**In our offices:**

- We ensure that our employees understand our goals and are accountable for implementing our sustainable policies.
- We monitor, reduce, and responsibly manage waste.

- We measure our use of natural resources, especially energy, and seek ways to reduce them.
- We prioritize purchasing local products and limit the use of small packaging.
- We respect our employees, and their diversity, and promote their well-being whenever possible.
- We share best practices and raise awareness of sustainability among our teams and partners.
- We communicate our achievements against our sustainable goals, internally and externally, through comprehensive reporting at least once a year.

On the ground:

- We prefer to work with locally owned businesses that reflect local cultures (hotels, lodges, restaurants, handicraft outlets, arts and culture centers).
- We drive positive change within our supply chain, monitor their sustainable practices, share best practices, and organize training.
- We ensure that the travels we organize do not have adverse effects on the environment or society, especially in sensitive activities that may involve animals, children, or remote communities.
- We give back to neighboring communities by supporting projects that address local development challenges and encourage fair employment opportunities and well-being advancement.
- We promote Responsible Tourism in our industry and among stakeholders in our destination(s).
- We prioritize our clients and guests and assist them in making informed decisions when traveling.

## **Sustainability Management & Legal Compliance**

### **Sustainability Commitment**

Meeting Point Turkey's leadership is fully committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will utilize the Travelife platform to report on our sustainability progress and to monitor and evaluate our progress. We are committed to publicly communicating our sustainability performance through the Travelife report every two years.

We commit to sustainability management through the following actions:

- Appointing an employee who will be responsible for sustainability coordinator tasks.
- Communicating our sustainability mission statement to customers, partners, and suppliers.
- Having an accessible and written sustainability policy that aims to reduce the negative social, cultural, economic, and environmental impacts of the company's activities. This policy should also address employee health and safety aspects.
- Collaborating and actively participating in external forums and working groups that support sustainability in tourism.
- Conducting a baseline assessment of the company's performance in sustainable practices.
- Establishing sustainability guidelines and an assessment system to evaluate the sustainability performance of key suppliers/partners.
- Developing a sustainability action plan with clear targets, actions, measures, responsibilities, and a timeline.
- Implementing documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets.
- Ensuring transparency in our sustainability efforts through public reporting and communication.
- Ensuring that all staff members are fully aware of our Sustainability Policy and are committed to its implementation and improvement.

We are committed to complying with all national legislation, regulations, and codes of practice.

## Sustainability Management & Legal Compliance

Meeting Point Turkey is committed to continuously improving sustainability practices, which includes ongoing monitoring and evaluation of our sustainability policy. We allocate dedicated personnel and resources to achieve our sustainability goals.

Meeting Point Turkey strictly adheres to all applicable local, regional, national, and international regulations pertaining to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We operate in accordance with a comprehensive Code of Ethics, which includes a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

## Internal Management: Social Policy & Human Rights

### Employees

We recognize that our employees are our most valuable asset in delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:

- Compliance with all relevant legal requirements.
- A safe, healthy, and welcoming workplace environment.
- Fair contract conditions, including equitable compensation.
- Training opportunities on sustainability, as well as prevention of sexual harassment and exploitation in the workplace and the industry.
- Participation in sustainability planning activities.
- Inclusion and equal opportunities for all employees, particularly regarding compensation, promotion, distribution of benefits, and professional development opportunities.
- Support for career-related and job-related professional development activities.
- A commitment to fair and equal pay for comparable work and work of equal value, irrespective of gender/sex, race, national origin, marital status, age, or religion.
- Fostering a safe, healthy, and inclusive work culture where all employees can fulfill their duties and realize their potential.
- A zero-tolerance policy for bribery, corruption, discrimination, and human rights violations, including forced labor, human trafficking, and any violations of children's rights.
- Expectations of the same commitment from all partners and suppliers.

We commit to sustainable internal management by having a clear, written, and well-communicated social policy that encompasses the following principles:

- Granting employees the freedom of employment and contract termination with notice (ideally a minimum of one month) and without penalty.
- Including labor conditions according to national labor law and a job description in the employment contract.
- Stating the wage rate in the contract, which should be equal to or above the national legal wage.
- Determining and compensating overtime working hours based on an agreement.
- Providing medical and liability insurance in accordance with national laws.
- Granting employees fixed paid annual holidays and sick leave, as well as an unpaid annual leave allowance.
- Having a health and safety policy for employees that complies with national legal standards.
- Ensuring the availability of first aid kits and trained staff at all relevant locations.

- Complying with national regulations regarding the minimum age for employment.
- Establishing effective procedures for employees to voice their complaints and expectations.
- Implementing a clear disciplinary procedure that is effectively communicated with employees.
- Implementing a system to measure employee satisfaction on a regular basis.
- Providing periodic guidance and training for employees regarding their roles, rights, and responsibilities in terms of health and safety issues, including fire and relevant natural disasters.
- Creating opportunities for students to participate in internships and apprenticeships.
- Encouraging employment opportunities for individuals with special needs.

We commit to upholding human rights by ensuring the following practices:

- Declaring that trade union membership, collective labor negotiations, and representation by trade unions will not be hindered.
- Participating in and complying with a (sector-wide) collective labor condition negotiation structure, if locally existing.
- Prohibiting discrimination in recruitment, conditions of employment, access to training and senior positions, and promotion based on gender, race, age, disability, ethnicity, religion/beliefs, or sexual orientation.
- Ensuring that all employees have equal chances and access to resources and opportunities for personal development through regular training and education.

### **Internal Management: Environment**

We are committed to practicing environmental protection and enhancing community relations through the enforcement of the following practices:

- Actively reducing the use of disposable and consumer goods.
- Prioritizing the purchase of sustainable goods and services, office and catering supplies, giveaways, and merchandise.
- Buying products in bulk to minimize packaging materials.
- Setting copy and printing machines to default to double-sided printing or other paper-saving modes.
- Printing brochures on environmentally friendly paper with a printing company that operates under a certified environmental management system, if locally available at reasonable costs.
- Implementing measures to reduce brochure wastage or adopting an "internet-only" policy.
- Actively measuring, monitoring, and reducing energy consumption.
- Purchasing green energy and energy-efficient lighting for all areas, when available.
- Turning off lights and equipment when not in use, utilizing automatic switch on/off systems with timers or movement sensors, and setting equipment to energy-saving mode by default whenever feasible.
- Preferring low-energy equipment when purchasing new items, considering cost and quality.
- Having an active policy to reduce water consumption, is implemented and monitored on a monthly or yearly basis for benchmarking purposes.
- Using sustainable water sourcing methods that do not adversely affect environmental flows.
- Installing water-saving equipment in toilets, reusing wastewater, and/or collecting rainwater.
- Complying with national legislation regarding waste disposal.
- Developing and implementing a solid waste reduction and recycling policy with specific quantitative goals.
- Taking measures to reduce the use of non-recyclable or non-biodegradable packaging materials.
- Taking action to reduce the consumption of (non-refillable) plastic bottles for office use.
- Separating and organizing the collection and proper disposal of recyclable materials.
- Implementing waste-reducing methods when using ink and toner cartridges for printing and copying, whenever feasible.

- Recycling or properly disposing of batteries.
- Complying with national legislation regarding wastewater treatment, ensuring safe reuse or release.
- Minimizing and substituting the use of harmful substances and managing the storage, handling, and disposal of chemicals properly.
- Using lead-free and water-based paints, both indoors and outdoors, when locally available.
- Implementing practices to minimize pollution from company buildings to the extent controllable by the company.
- Reducing transportation-related impacts through telework, tele/video meetings, work-at-home policies, or other means.
- Maintaining and properly inspecting company vehicles to reduce emissions and energy use and ensuring compliance with legal emission standards.
- Providing periodic guidance, training, and/or information to all staff members regarding their roles and responsibilities in internal environmental practices.
- Complying with land use, zoning, and protected or heritage area laws and regulations when planning, designing, constructing, renovating, operating, or demolishing company buildings and infrastructure.
- Incorporating locally appropriate and feasible sustainable practices and materials into the planning, design, and construction of new buildings or renovations.
- Contributing to the protection and preservation of local historical, archaeological, cultural, and spiritually important properties and sites, and facilitating local residents' access to them.

#### Carbon management of office operations

- Meeting Point Turkey is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
  - Reduce the amount we travel as much as possible
  - Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
  - Implementing procedures such as [e.g. following proper maintenance for vehicle fleet, offering incentives such as bike rental stipend and showers].
  - Installing energy-efficient equipment and appliances [where appropriate/possible]

#### Land Use

- Meeting Point Turkey's offices are situated in an urban area, and we adhere to all local land use laws. We prioritize the protection and respect of local cultural and natural resources in our business operations. Additionally, we prioritize sustainable architecture and design practices.

## **General Suppliers Policy**

Meeting Point Turkey is dedicated to responsibly sourcing products and services, aiming to avoid any harmful impacts on society, culture, and nature. We expect our suppliers to share our level of engagement and commitment to sustainability.

Meeting Point Turkey prefers to collaborate with partners who also prioritize sustainability. This means we give preference to suppliers that have a written sustainability statement as an integral part of their business policy and/or have a clear sustainability policy in place.

We prioritize working with suppliers in destinations that are locally owned or managed, utilize local and seasonal products and services, and contribute to the local community by hiring locally and providing fair working conditions.

Whenever feasible, Meeting Point Turkey selects partner companies that comply with tourism-specific, internationally recognized certifications accredited by the Global Sustainable Tourism Council (GSTC), or other sustainability certifications such as B Corp or ISO.

We offer incentives to partners who actively engage in sustainable operations.

Meeting Point Turkey expects its suppliers to adhere to a [Code of Conduct/Code of Ethics], which includes the following responsible business practices:

- Compliance with all local, regional, national, and international regulations.
- Respect for all human rights, including labor rights, children's rights, and women's rights.
- Commitment to fair employment conditions.
- Implementation of anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies.
- Protection of children from (sexual) exploitation in tourism.
- Protection of the environment and natural resources.
- Acting in the best interests of local communities.
- Protecting the interests of MP Turkey.

Meeting Point Turkey maintains a zero-tolerance policy, and any relationships with suppliers found to be in violation of [our policies/the [Code of Conduct/Code of Ethics]], specifically through acts of bribery, corruption, discrimination, or human rights violations, will be immediately terminated.

We raise awareness among our suppliers to adopt sound social and environmental practices and minimize their carbon footprint.

Meeting Point Turkey actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability, and we provide or support such learning whenever possible.

We maintain open lines of communication with our suppliers and partners, encouraging feedback from stakeholders on any topic, particularly sustainability.

## **Transport**

Meeting Point Turkey exclusively collaborates with transport providers who adhere to the company's [Code of Conduct/Code of Ethics].

When selecting transport options for guests and business-related travel, Meeting Point Turkey is committed to choosing the most environmentally friendly options available for traveling to, from, and within the destination. This selection takes into consideration factors such as distance, price, route, and comfort.

Meeting Point Turkey has implemented clear guidelines for reducing greenhouse gas (GHG) emissions from transport and selecting the most sustainable transport options. These guidelines include the following measures:

- Prioritizing ground transport over air transport for short-haul travel destinations.(except day trips with flights)
- Avoiding in-destination flights whenever possible.
- Using appropriately sized vehicles for group sizes and procuring the most efficient vehicles available.
- Providing eco-driving training to drivers.

Meeting Point Turkey strives to measure and offset the unavoidable GHG emissions generated from transportation. The cost of compensation is either included by default in the package price or actively promoted to clients as a booking option.

We make efforts to ensure that vehicles used on tours do not contribute to excessive pollution. We believe that transportation is a crucial aspect of sustainable tourism and endeavor to minimize the average pollution level.

We commit to these actions by:

- Selecting the most sustainable transport options based on price and comfort when choosing transportation to the destination.
- Incorporating sustainable (public) transport options for the international/long-distance journey to the point of departure.
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions within the destination, considering price, comfort, and practicality.
- Integrating and/or promoting one or more sustainable holiday products/packages based on recognized methodologies, including sustainable transport, accommodations, and activities.

## **Accommodations**

Meeting Point Turkey exclusively collaborates with accommodations that adhere to the company's [Code of Conduct/Code of Ethics].

During the accommodation selection process, Meeting Point Turkey takes into consideration the sustainability practices of accommodations, including their sustainability management and social and environmental footprint.

Meeting Point Turkey prioritizes the selection of accommodations that respect and protect land use while showcasing elements of local architecture, customs, and traditions in a respectful manner.

We strive to achieve a fully sustainable tourism supply chain, and partner accommodations play a crucial role in this endeavor. We actively encourage and motivate accommodations to adopt sustainable practices.



We commit to this by:

- Selecting accommodations that comply with sustainability and quality standards, with a particular focus on the following aspects:
  - Do they have a signed sustainability contract?
  - Do they have a water-saving program?
  - Do they have an energy-saving program?
  - Do they have a waste management program?
  - Do they have an energy reduction system?
  - Do they have a sustainable supply chain?
  - Do they have a child protection policy?
  - Do they engage in CSR activities?
  - Do they provide employee training in Health & Safety?
- Motivating and encouraging partner accommodations to obtain sustainable certifications.
- Preferring and selecting accommodations that are locally owned and managed.
- Choosing accommodations that employ local communities.
- Requesting accommodations to provide evidence of their sustainability goals and strategies.
- Having accommodations sign a sustainability addendum.
- Encouraging accommodations to follow best practices and participate in training on responsible tourism.
- Encouraging accommodations to complete the sustainability questionnaire to gain insights into their practices.
- Actively communicating our sustainability objectives and requirements regarding accommodations to contracted and relevant accommodations.
- Giving preference to accommodations that work with internationally recognized (e.g., GSTC-recognized) and/or Travelife certifications.
- Including standard sustainability clauses in all contracts with accommodation providers, focusing on areas such as child labor, anti-corruption and bribery, waste management, and biodiversity protection.
- Offering incentives to accommodations that actively engage in sustainability practices.
- Ensuring that the rights of children are respected and safeguarded throughout our accommodation supply chain by:
  - Including a clause in contracts throughout the value chain that expresses a common repudiation and zero-tolerance policy for the sexual exploitation of children.
  - Including a dedicated clause in contracts that enables the travel company to terminate the contractual agreement prematurely if the accommodation supplier fails to take adequate measures to prevent the sexual exploitation of children.
  - Providing training to employees on children's rights, the prevention of sexual exploitation, and reporting suspected cases.
  - Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children.
- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage while respecting the intellectual property rights of local communities.
- Terminating cooperation with accommodations if there is clear evidence that the contracted accommodations jeopardize the provision of basic services such as food, water, energy, healthcare, or soil integrity to neighboring companies.

## **Activities & Excursions**

Meeting Point Turkey exclusively collaborates with excursion providers that adhere to the company's [Code of Conduct/Code of Ethics].

All excursions and activities organized by or on behalf of Meeting Point Turkey prioritize the preservation of local customs, traditions, cultural integrity, and natural resources.

Meeting Point Turkey is committed to not offering any excursions that cause harm to humans, wildlife, the environment, or natural resources such as water and energy.

We prioritize excursions and activities that benefit local communities, respect animal welfare, and support environmental protection.

Meeting Point Turkey has established clear guidelines and Codes of Conduct for environmentally and culturally sensitive excursions offered by the company or its partners. These guidelines are actively communicated to guests and implemented by excursion providers and guides.

Meeting Point Turkey provides excursion and attraction providers with opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

We highly value animal welfare and the well-being of local communities, aiming to minimize the footprint of our tours. We are dedicated to preserving the authenticity of communities and the natural environment while strongly opposing any harm to wildlife and environmental pollution.

We commit to this by:

- Maintaining an inventory of environmentally or culturally sensitive excursions available in each destination.
- Providing guests with guidance on behavioral standards during excursions and activities, emphasizing the importance of respecting local culture, nature, and the environment.
- Effectively communicating our sustainability objectives and requirements to contracted and relevant excursion providers through the distribution of code of conduct, representative agents, social media, email, discussions, and meetings, to minimize negative visitor impacts and maximize enjoyment.
- Refraining from offering any excursions that cause harm to humans, animals, plants, or natural resources such as water and energy, and avoiding excursions that are socially and culturally unacceptable.
- Not offering excursions involving captive wildlife, except for properly regulated activities that comply with local, national, and international laws.
- Avoid any involvement with companies engaged in the harvesting, consumption, display, sale, or trade of wildlife species, unless it is part of a regulated activity ensuring sustainable utilization in compliance with local, national, and international laws.
- Employing skilled and/or certified guides to lead guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations.
- Promoting and advising guests on excursions and activities that directly involve and support local communities through the purchase of services or goods, traditional crafts, and local (food) production methods, or by visiting social projects.
- Promoting and advising guests on excursions and activities that support the local environment and biodiversity, such as visiting protected areas or participating in environmental protection projects.

### **Tour Leaders, Local Representatives, and Guides**

Meeting Point Turkey is dedicated to employing qualified local guides, porters, drivers, or other local staff members, ensuring they receive fair wages and safe working conditions. We hold our suppliers accountable for maintaining the same standards when hiring local staff on behalf of Meeting Point Turkey.

We recognize that guides serve as intermediaries between guests and the socio-cultural and environmental context of the destination, conveying appropriate behavior to them. Therefore, we ensure that all guides hired by or leading tours on behalf of Meeting Point Turkey receive regular training and possess knowledge of sustainability topics relevant to the destination.

We strive to involve as many local individuals as possible in the tourism business, promoting a fair and safe working environment that supports and respects local communities.

We commit to this by:

- Ensuring that all employees have written employment contracts outlining labor conditions and job descriptions and that they fully understand the terms and conditions.
- Giving preference to local tour leaders, representatives, guides, porters, drivers, cooks, and other staff members when their abilities are equal
- Ensuring that our local partners comply with all relevant international, national, and local laws and regulations, industry minimum standards, and any other applicable statutory requirements, prioritizing the more stringent requirements.
- Paying tour leaders, representatives, guides, porters, and other contracted local staff members at least a living wage that meets or exceeds the legal minimum or relevant industry standard.
- Ensuring that our tour guides, hosts, and other contracted employees are qualified and receive regular training.
- Informing our local employees about relevant aspects of our sustainability policy and ensuring their compliance through newsletters, contract references or supplements, emails, training sessions, and information sessions.
- Including a special sustainable travel module in the training program for local tour guides and hosts, covering key responsible tourism aspects and their expected roles. This module will also provide knowledge about the destination and its relevant sustainability aspects.
- Instructing our tour leaders, local representatives, and guides to inform clients about relevant sustainability matters in the destination (e.g., protection of flora, fauna, and cultural heritage, responsible resource use), social norms and values (e.g., tipping, dress codes, photography etiquette)

## **Destinations**

### *Sustainable Destinations*

Meeting Point Turkey prefers to collaborate with destinations that have made a commitment to sustainability as an integral part of their community and destination development.

We strive to direct visitors to secondary or lesser-known tourist areas to avoid contributing to over-tourism.

Meeting Point Turkey does not support destinations that have a questionable human rights track record.

We strictly prohibit the purchase of souvenirs containing threatened flora and fauna species, illegally obtained historic/archaeological artifacts, drugs, or illegal substances. We adhere to local and international laws established to prevent such activities.

Our goal is to maximize positive impacts and minimize negative impacts at the destinations where we operate, ensuring their sustainable development.

We commit to this by:

- Adhering to legally mandated spatial planning, protected area regulations, and heritage regulations, as well as destination management strategies defined by local, regional, and national authorities.
- Supporting initiatives that foster strong relationships between accommodations and local producers.
- Influencing and supporting local governments, whenever possible and in collaboration with other travel companies and stakeholders, in matters related to sustainability, destination planning, and management, the responsible use of natural resources, and socio-cultural issues.
- Supporting biodiversity conservation efforts, including protected areas and areas of high biodiversity, through financial contributions, political support, and integration into our product offerings.
- Not promoting souvenirs that contain threatened flora and fauna species, as outlined in the CITES treaty and the IUCN "Red List," or historic and archaeological artifacts, unless permitted by law.
- Considering the selection of new destinations that can be reached through more sustainable means of transportation.

#### *Contribution to Local Communities / Local Economic Network*

Meeting Point Turkey is committed to making a positive contribution to the destinations in which we operate by:

- Sourcing products and services locally and responsibly, and actively supporting local and traditional arts and culture.
- Encouraging our guests to engage in responsible shopping practices and providing education on the importance of avoiding illegal, prohibited, or forbidden souvenirs.
- Collaborating with other local tourism stakeholders, including local government, other tourism businesses, academia, and community groups, to promote and contribute to the sustainable tourism development of the destination.
- Respecting and advocating for the protection of all human rights, including children's rights, women's rights, labor rights, and land rights.

#### *Environmental Stewardship in Destinations*

Meeting Point Turkey is committed to environmental stewardship in the destinations where we operate by:

- Ensuring the preservation and conservation of natural resources in the areas we visit, aiming to leave them intact for future generations.
- Educating our guests about the principles of responsible travel and promoting responsible visitor behavior that minimizes negative impacts on the environment.

### **Customer Communication and Protection**

#### *Privacy*

At Meeting Point Turkey, customer protection and privacy are our top priorities. Therefore, we maintain a clear privacy policy to ensure:

- Compliance with all relevant legal requirements.
- Protection of customers and their data.
- Transparency in how customer information is used.

We guarantee that all our marketing and advertising materials, statements, and publications are truthful and accurate. We ensure that our staff is aware of and delivers what is promised to our clients without any discrepancies.

We place great importance on our customers' well-being and information. At Meeting Point Turkey, we strive for clear and constant communication while providing high-level protection to our clients.

Prior to booking, we commit to:

- Making available a company guideline for client consultation, which our client advisors follow.
- Ensuring the privacy of customer information is maintained.
- Complying with relevant standards and voluntary codes of conduct in our marketing and advertising messages, avoiding any misleading information.
- Providing clear, complete, and accurate product and price information, including sustainability claims.
- Offering factually correct, balanced, and comprehensive destination information, including sustainability aspects.
- Clearly informing potential and direct customers about our sustainability commitments and actions.

After booking and during holidays, we commit to:

- Providing customers with information about the natural surroundings, local culture, and cultural heritage in the holiday destination.
- Informing customers about key sustainability aspects and issues in the destination and providing recommendations on how to make a positive contribution.
- Informing customers about health and safety risks and precautions at the destination.
- Having a dedicated contact person and a readily available telephone number for emergency situations.
- Training our personnel and providing guidelines on how to handle emergency situations.
- Providing clients with documented guidelines and/or codes of conduct for sensitive excursions and activities to minimize negative impacts and ensure an enjoyable experience. These guidelines are developed in collaboration with relevant NGOs and the local community when possible.
- Informing clients about applicable legislation regarding the purchasing, sales, import, and export of historic or religious artifacts and items containing materials from threatened flora and/or fauna in the destination.
- Encouraging clients to support local restaurants and shops where appropriate.
- Providing information on sustainable transport options in destinations when feasible.
- Encouraging clients to donate to local charities and sustainable initiatives.

After the holidays, we commit to:

- Systematically measuring client satisfaction and taking the results into account for service and product improvements.
- Incorporating sustainability as an integral part of our client satisfaction research.
- Establishing clear procedures for handling client complaints.

### Marketing and communication

- Meeting Point Turkey 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 are anti-greenwashing and stand behind our sustainability claims 100%.

- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

### *Sustainability Communication*

At Meeting Point Turkey, we are committed to providing our customers with transparent and informative communication regarding the social and environmental impact of their journey. We aim to educate them about sustainable choices they can make during their travel experience. Our sustainability communication includes the following:

- **Information on Certified Accommodations:** We inform our customers about accommodations that have obtained sustainability certifications, ensuring they are aware of the environmentally and socially responsible practices of these establishments.
- **Responsible Shopping and Avoidance of Illegal Souvenirs:** We educate our customers about responsible shopping practices, encouraging them to make ethical choices and avoid purchasing illegal souvenirs. We provide information on local regulations and promote sustainable shopping options that support local artisans and protect natural resources.

### *Customer Experience*

At Meeting Point Turkey, we prioritize providing exceptional customer experiences and strive to ensure customer satisfaction. We have implemented strict policies in various areas to ensure the well-being and positive experiences of our customers. These policies cover a range of topics including, but not limited to:

- **Health and Safety:** We prioritize the health and safety of our customers and have comprehensive protocols in place to ensure their well-being during their travel experience. We adhere to all relevant health and safety guidelines and regulations.
- **Emergency Procedures:** We have well-defined emergency procedures and protocols to handle any unexpected situations that may arise during our customers' journeys. Our trained staff are equipped to address emergencies promptly and effectively.
- **Privacy:** We value our customers' privacy and maintain a clear privacy policy to protect their personal information. We adhere to legal requirements and ensure that customers are aware of how their information is being used and protected.
- **Group Numbers:** We carefully manage group sizes to ensure that each customer receives personalized attention and a high-quality experience. We strive to maintain a balance between creating a social atmosphere and providing individual attention to our customers.
- **Transport:** We carefully select transportation options that prioritize safety, comfort, and environmental sustainability. We aim to minimize the environmental impact of transportation and offer alternatives such as public transport or eco-friendly vehicles where feasible.
- **Shopping:** We promote responsible shopping practices and provide guidance to our customers on supporting local businesses and artisans. We encourage ethical choices and discourage the purchase of illegal or unethical products.
- **Sexual Exploitation and Children in Tourism:** We have a zero-tolerance policy for any form of sexual exploitation or abuse, particularly involving children. We train our staff and partners to recognize and report any suspicious activities, and we actively support initiatives that protect children in the tourism industry.
- **Satisfaction and Complaints:** We value feedback from our customers and have established channels for communication. We encourage customers to provide feedback on their experiences, including any concerns or complaints, to continuously improve our services and address any issues promptly.

We maintain open lines of communication with our customers and welcome feedback on any topic, particularly related to sustainability. It is through these ongoing conversations that we strive to enhance our customer experiences and ensure their satisfaction.

### **Contact / Responsible person**

All staff members are responsible for upholding and implementing this sustainability policy across all departments.

The promotion and implementation of this policy will be overseen by the Sustainability Coordinator, Ünal Büyüksungur. You can reach him at [unal.buyuksungur@meetingpointturkey.com](mailto:unal.buyuksungur@meetingpointturkey.com).

### **Effective date**

This policy is effective from [01.11.2022].

### **Revision history**

This policy was revised on [01.02.2023]

This policy will be revised by [01.02.2024]