

Best Travel Sustainability Policy

At **Best Travel**, we are committed to growing our business in a sustainable and responsible manner. As a certified Travelife partner and a part of the Stena Line Group, we recognize that protecting the environment, preserving local cultures, and supporting communities are fundamental to creating meaningful travel experiences and a better world.

This policy outlines our current efforts, ongoing initiatives, and future goals. It informs how we develop our travel products, engage our partners, operate our office, and communicate with clients and stakeholders. It reflects our belief that sustainability is a continuous journey — one that we undertake with purpose and accountability.

Our Commitments

We commit to the following core sustainability objectives:

- Comply with all relevant national and international legislation, ethical codes, and sustainability standards.
 - Embed responsible travel and sustainability principles across all operations and decision-making.
 - Continuously reduce the environmental footprint of our operations, including energy, water, waste, and emissions.
 - Prioritize local partnerships and support community-based tourism to maximize economic benefits for host destinations.
 - Ensure safe, fair, and inclusive working conditions for our employees, partners, and suppliers.
 - Provide guests with clear and accurate sustainability information and empower them to make responsible choices.
 - Measure, report, and communicate transparently on our sustainability performance and progress.
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In Our Offices

- We operate from a shared space at Aalborg Airport, using LED lighting, motion sensors, and low-energy equipment.
- Office waste is strictly sorted and minimized. We use FSC-labeled paper and have implemented paperless processes wherever possible.
- Our cleaning services are provided by Svanemærket (eco-labeled) suppliers.
- We source local and eco-certified products (e.g., coffee, tea, milk, promotional materials).
- Water-saving devices are installed in all facilities.

- Employees are trained on sustainability, safety, and health through Travelife and other ongoing initiatives.
 - Weekly staff meetings and Trello-based internal communication ensure continuous sustainability engagement.
 - Flexible work arrangements and online meetings reduce commuting and emissions.
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On the Ground

- We prioritize collaborations with local hotels, guides, restaurants, and attractions that reflect local culture and values.
 - Our Code of Conduct, integrated into supplier contracts, promotes fair wages, child protection, anti-corruption, and environmental best practices.
 - We have launched partner surveys (April 2025) to benchmark sustainability performance among hotels and cruise lines.
 - Tour leaders are offered training in sustainability responsibilities and are provided with detailed guidance.
 - We discourage activities involving captive animals, exploitative tourism, or environmental harm and apply strict assessment tools.
 - Locally owned hotels, restaurants, and authentic experiences are central to our travel design.
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With Our Clients

- We offer train travel to destinations like Germany, Sweden, Prague and Gothenburg as low-emission alternatives to flying.
 - Tour descriptions include responsible travel tips and guidance on carbon offsetting through partners like South Pole.
 - Sustainability pages on our website educate clients on our practices and encourage low-impact travel choices.
 - We do not promote or sell unethical souvenirs and encourage guests to purchase from local artisans.
 - Group sizes are managed for comfort and minimal environmental impact.
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Looking Forward

We understand sustainability is a dynamic journey. As such:

- Our CRM system is being upgraded to better monitor supplier sustainability efforts.
- From 2026, we will report Scope 3 emissions in alignment with new ESG requirements.

- We aim to reward sustainable partners through recognition, badges, and communication features.
- Annual reviews of our Action Plan will continue to guide our goals and implementation.

We invite our team, partners, and guests to join us in this ongoing commitment — not only because it's right for business, but because it's right for the world.