

Sustainability policy of Corbieco Travel



The company is committed to sustainable and responsible tourism practices. The purpose of this policy is to integrate sustainability into every aspect of our operations by setting clear standards, guiding employee actions, and positively impacting local communities, cultures, and the environment.

This policy applies to all full-time and part-time employees, in-house operations, tour leaders, and supply chain partners involved in the delivery of travel and tourism services by Corbieco Travel. It is relevant to the planning, execution, and promotion of all tours, office activities, customer service procedures, and procurement processes.

This Policy does not apply to freelance guides, one-time external consultants, or third-party businesses that are not under a contractual obligation to comply with the company's sustainability standards.

Sustainability Management & Legal Compliance

Sustainability Commitment

Corbieco Travel leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

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

Sustainability Management & Legal Compliance

Corbieco Travel commits to the continuous improvement of its sustainability practices, including the systematic monitoring, evaluation, and adaptation of our sustainability policy. A dedicated Sustainability Coordinator has been appointed to oversee implementation, and resources such as internal training, supplier engagement tools, and performance tracking systems have been allocated to support this commitment.

Our company fully complies with all applicable local, regional, national, and international laws and regulations related to business operations, labor practices, health and safety, human rights, environmental protection, wildlife conservation, and land use. We uphold a strict Code of Ethics, including a zero-tolerance policy toward corruption, bribery, child labor, forced labor, and discrimination of any kind.

We focus on sustainability concerns most relevant to our mission — including the preservation of Türkiye's cultural and natural heritage, reduction of environmental impact in tourism, and promotion of community-based travel. These areas have the greatest influence on our daily operations and are consistently highlighted by our team and stakeholders as key priorities.

Success, for Corbieco Travel, means becoming a trusted leader in responsible travel across Türkiye, maintaining full legal compliance, reducing our carbon and waste footprint, and positively contributing to the communities and ecosystems we operate in. Achieving this requires consistent internal alignment, measurable objectives, continuous staff engagement, and transparent reporting.

Internal management: social policy & human rights

Employees

At Corbieco Travel, we recognize that our employees are our greatest asset in delivering immersive, respectful, and

sustainable travel experiences. Our internal policies reflect our commitment to both sustainability and employee well-being. We are dedicated to maintaining a responsible and empowering work environment by:

- Ensuring full legal compliance with labor laws and employment standards
- Creating a safe, healthy, and inclusive workplace for all staff, regardless of background or identity
- Providing fair and transparent contracts that include equitable compensation, reasonable working hours, and job security
- Offering regular training and professional development opportunities, including:
 - Sustainability and responsible tourism
 - Workplace ethics and professional conduct
 - Prevention of sexual harassment and exploitation within the company and tourism industry
- Actively involving staff in the company's sustainability planning and decision-making processes
- Promoting diversity, equal opportunity, and non-discrimination in all areas of employment — including hiring, promotion, compensation, and access to benefits
- Supporting work-life balance and mental well-being through flexible arrangements where possible

We are committed to a zero-tolerance policy toward any form of discrimination, harassment, child labor, forced labor, human trafficking, bribery, or corruption — both internally and within our supply chain. We expect the same standards from all of our business partners and suppliers.

To successfully implement our sustainability policy, we allocate time and financial resources to staff training, awareness-raising, and performance tracking. Our team is actively encouraged to share ideas, raise concerns, and participate in shaping our sustainability goals.

Social concerns that most align with our mission include gender equality, workers' rights, child protection, and inclusion of underrepresented communities in tourism. These issues directly impact how we operate and are also topics our staff deeply care about.

Success means maintaining a motivated, informed, and engaged workforce that not only feels valued, but also plays an active role in making tourism more ethical and sustainable. It requires ongoing communication, inclusive leadership, and a workplace culture built on respect, equity, and shared purpose.

Internal management: environment

Environmental Management of Office Operations

Corbieco Travel is committed to minimizing the environmental impact of its internal operations by integrating sustainability principles into all areas of office management. We follow the 5R approach *Refuse, Reduce, Reuse, Repurpose, Recycle* to guide our daily practices. Our environmental policy includes the following measures:

- Full compliance with local and national environmental regulations
- Ongoing measurement, monitoring, and evaluation of our resource consumption including energy, water, paper, and waste to identify areas for improvement
- Sustainable procurement practices:
 - Purchasing local, seasonal, fair-trade, bulk, and low-packaging office supplies
 - Prioritizing certified sustainable products (e.g., FSC-certified paper with high post-consumer content)
- Printing is avoided unless absolutely necessary; when required, documents are printed double-sided, in grayscale, and only on FSC-certified or equivalent paper
- Implementation of energy-saving measures in all common areas:
 - Use of energy-efficient lighting and appliances
 - Equipment turned off or placed in sleep mode when not in use
- Installation of water-saving fixtures and promotion of mindful water use in restrooms and common areas
- Waste separation into recyclable categories: paper, plastic, glass, metal, e-waste, organics, and landfill and managed through municipal or certified waste services
- Reduction of light, noise, and air pollution through responsible facility management

We also provide staff training on environmentally sound practices and encourage all employees to actively participate in reducing our environmental footprint.

Carbon Management of Office Operations

Corbieco Travel is committed to reducing its carbon footprint and integrates carbon-conscious decision-making into its operations. Our efforts include:

- Reducing the need for business travel through remote work and digital collaboration tools
- Encouraging low-carbon commuting options (e.g., walking, biking, public transport)
- Monitoring and measuring our carbon emissions, with the goal of reducing them continuously
- Offsetting unavoidable emissions through certified carbon offset programs
- Maintaining our vehicle fleet efficiently and considering incentives such as bike rental stipends or infrastructure for alternative mobility
- Installing energy-efficient appliances and systems wherever possible

These efforts support our broader sustainability objectives and help reduce our direct and indirect impact on the climate.

Land Use

Our offices are located in an urban setting, and Corbieco Travel respects all relevant land use and zoning laws. We strive to ensure that our physical presence does not compromise local cultural or natural resources, and when feasible, we incorporate sustainable design and green architecture principles in office planning and maintenance.

General Suppliers Policy

At Corbieco Travel, we recognize that the quality, integrity, and sustainability of our travel experiences are directly influenced by the suppliers and partners we work with. As a tour operator, our products are built upon a network of accommodations, transport providers, activity organizers, guides, and destination management companies (DMCs). This supply chain is where our greatest social, cultural, and environmental impact occurs, and where we must lead by example.

We are committed to sourcing all services and products responsibly, and we expect our suppliers to demonstrate the same level of commitment to sustainability, ethics, and legal compliance.

Partner Preferences

We prioritize working with suppliers that:

- Are locally owned or managed and actively contribute to the local economy
- Employ local staff under fair working conditions
- Use local, seasonal, and sustainably sourced products
- Have a written sustainability policy or statement
- Hold recognized sustainability certifications, such as GSTC-accredited labels, ISO standards, or B Corp certification
- Demonstrate ongoing efforts to minimize their environmental footprint and increase their positive social impact

Ethical and Legal Standards

All suppliers are expected to uphold our Supplier Code of Conduct, which includes the following principles:

- Full compliance with local, national, and international laws and regulations
- Respect for human rights, including labor rights, women's rights, and children's rights
- Commitment to fair, safe, and inclusive employment practices

- Adherence to anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Zero tolerance for child exploitation, including sexual exploitation in tourism
- Efforts to conserve natural resources, prevent pollution, and protect biodiversity
- Responsible and respectful engagement with local communities and cultures
- Loyalty to the values, reputation, and mission of Corbieco Travel

Collaboration & Accountability

- Corbieco Travel actively collaborates with suppliers to improve sustainability practices. We share knowledge, provide training when possible, and promote ongoing learning in responsible tourism.
- We raise awareness among suppliers about the importance of carbon reduction, ethical business conduct, and community impact.
- We provide incentives for partners that demonstrate leadership in sustainability.
- We maintain open communication channels with all suppliers, encouraging transparency, mutual feedback, and shared responsibility for sustainable progress.
- We evaluate our partners regularly and offer support for improvement. However, in line with our zero-tolerance policy, we reserve the right to immediately terminate relationships with any supplier found in violation of our policies, particularly in cases of bribery, corruption, exploitation, or human rights abuse.

Tailored Approach by Supplier Type

Recognizing that our supply chain includes a diverse range of service providers, Corbieco Travel applies specific guidelines for different supplier groups (e.g., accommodations, guides, transportation, food providers), while maintaining the same ethical and environmental standards across all operations. Whether working directly with accommodations or through DMCs and inbound agencies, our sustainability expectations remain constant and non-negotiable.

Inbound Partner Agencies

Corbieco Travel collaborates with carefully selected inbound partner agencies to deliver exceptional and sustainable travel experiences across Türkiye. These partners play a crucial role in the design, coordination, and execution of our tours and represent an extension of our values on the ground. We prioritize working with agencies that share our vision for responsible tourism and demonstrate a commitment to ethical business conduct, community engagement, and environmental protection.

We maintain an up-to-date overview of all inbound partners and assess their sustainability performance based on internal evaluations, third-party certifications (such as GSTC-accredited programs), and qualitative criteria.

Agencies must adhere to Corbieco Travel's Code of Conduct, which outlines clear expectations regarding:

- Legal and ethical compliance
- Respect for human rights and fair labor conditions
- Environmental responsibility and local impact
- Child protection and anti-exploitation policies
- Transparency and accountability in all operations

Selection & Engagement

When selecting new inbound partners, sustainability performance is a key criterion. We favor agencies that:

- Are locally owned or operated
- Employ local staff under fair conditions
- Show active engagement with local communities
- Hold or are working towards recognized sustainability certifications
- Demonstrate a willingness to improve and collaborate in line with our standards

All new partners undergo a preliminary sustainability assessment and are onboarded with a clear explanation of our policies, expectations, and the tools we provide to support their development.

Collaboration & Capacity Building

Corbieco Travel regularly communicates with partner agencies on sustainability topics and encourages mutual learning and feedback. We offer:

- Free access to the Travelife online platform for sustainability training, reporting, and performance tracking
- Ongoing guidance on best practices, low-impact operations, and community-based tourism
- Opportunities to co-develop action plans for improvement in areas such as waste reduction, energy use, and social inclusion

We monitor and document partner performance through feedback from guests and staff, periodic evaluations, and data from platforms like Travelife. High-performing partners are acknowledged, while those needing improvement are supported with action-oriented feedback and training.

Shared Responsibility & Incentives

Sustainability is a shared responsibility. While Corbieco Travel sets the standards and provides support tools, partner agencies are responsible for implementing sustainability at the operational level. To encourage progress:

- We offer preferred supplier status to agencies demonstrating leadership in sustainability
- We promote partners that meet sustainability goals more prominently in our marketing materials
- We maintain open and ongoing communication to strengthen long-term partnerships based on mutual values

Success Metrics

Success for Corbieco Travel and its inbound partners means:

- Operating tours that minimize environmental impact and maximize community benefit
- Ensuring guest satisfaction while upholding high ethical and sustainability standards
- Building a resilient, transparent, and value-driven supply chain
- Continuously improving and innovating through partnership, training, and accountability

Together with our inbound partners, we strive to set a regional benchmark for responsible and regenerative tourism.

Transport

Corbieco Travel is committed to minimizing the environmental impact of all transportation used in its travel services. We work only with transport providers who adhere to our Code of Conduct, covering environmental responsibility, safety, and fair labor conditions.

Transport Offerings and Partner Selection

We provide a mix of private transfers, group transport, public transportation experiences, and occasional domestic flights. When selecting providers, we prioritize:

- Fuel-efficient and well-maintained vehicles
- Providers with sustainability certifications or policies
- Local operators with fair employment practices

All new partners undergo sustainability screening before contracting.

Environmental Guidelines

To reduce transport-related emissions, we follow these key practices:

- Prefer ground over air travel for short distances
- Avoid in-destination flights when alternatives exist
- Promote rail-and-fly options
- Use public transport when appropriate
- Match vehicle size to group size
- Train drivers in eco-driving techniques

We also track the sustainability performance of our core fleet where applicable.

Carbon Emissions and Offsetting

We measure emissions from our transport activities and offer carbon offset options to clients. In some cases, offsetting is included in the package price.

Collaboration and Improvement

We maintain open dialogue with transport partners, share best practices, and support them in adopting greener operations. Providers demonstrating strong sustainability performance may receive preferred status or marketing advantages.

Accommodations

Corbieco Travel only works with accommodations that comply with the company's Code of Conduct, which outlines clear standards for environmental care, cultural respect, and fair labor practices. Our accommodation offerings include a wide range of property types, with a focus on hotels, boutique stays, guesthouses and eco-lodges.

Selection & Sustainability Criteria

In the accommodation selection process, we give preference to providers that:

- Have a written sustainability policy or third-party certification (e.g., GSTC, Green Key, EarthCheck)
- Respect local land use and cultural heritage, integrating local architecture, materials, and customs
- Offer fair employment conditions and training opportunities for the local workforce
- Support local artists, cultural activities, and gastronomy
- Engage in energy, water, and waste management programs

We maintain a growing inventory of our accommodation partners and track their sustainability performance through supplier evaluations, guest feedback, and certification status.

Partnership and Collaboration

Corbieco Travel regularly communicates with accommodation providers on sustainability topics. We share best practices and encourage improvements in areas such as:

- Waste reduction and energy efficiency

- Local community engagement
- Gender equality and staff development

High-performing accommodations are highlighted in our tour offerings and may benefit from preferred partner status.

Activities & Excursions

Corbieco Travel only works with excursion and activity providers who comply with our Code of Conduct, which outlines responsible practices in relation to people, wildlife, culture, and the environment.

We offer a wide range of guided tours, outdoor experiences, cultural workshops, and adventure activities, and prioritize working with partners who:

- Are locally owned or operated
- Follow ethical and environmental guidelines
- Hold or are working towards relevant sustainability certifications
- Contribute positively to local economies and cultural preservation

Sustainability Standards and Selection Process

All excursions operated by or on behalf of Corbieco Travel are assessed based on their social, cultural, and environmental impact. We do not offer or promote activities that:

- Exploit humans or animals
- Damage the natural environment or deplete natural resources
- Disrespect local traditions or sacred sites

When selecting new activity partners, sustainability performance is a key criterion. We evaluate providers through structured assessments, guest feedback, and direct communication.

Guidelines & Collaboration

We have developed clear guidelines for all environmentally and culturally sensitive activities, which are:

- Distributed to all providers and guides
- Clearly communicated to guests before participation
- Reviewed periodically to ensure continued relevance and effectiveness

Corbieco Travel supports partners through:

- Access to the Travelife online platform for sustainability training
- Ongoing collaboration to implement best practices
- Recognition or preferred partner status for high performers

Monitoring

We monitor excursion providers through:

- Guest and staff feedback
- Periodic sustainability reviews
- Open dialogue for continuous improvement

Tour leaders, local representatives, and guides

Corbieco Travel works with a dedicated team of licensed local guides, tour leaders, representatives, porters, and drivers who play a key role in delivering responsible and immersive travel experiences. We prioritize hiring local professionals, ensuring they receive fair compensation, safe working conditions, and equal opportunities for professional growth. The same expectations apply to all third-party suppliers hiring staff on our behalf.

Training & Sustainability Knowledge

Recognizing that guides are vital links between guests and the destination's cultural and natural environment, we ensure that all guides:

- Are regularly trained on sustainability topics, destination-specific issues, and ethical conduct
- Receive training on child protection, including the prevention of sexual exploitation in tourism.
- Are educated in guest communication, including how to promote respectful behavior and minimize impact.

Monitoring & Communication

We systematically evaluate guides and tour leaders based on:

- Guest feedback and post-tour reviews
- Direct field assessments by our team
- Ongoing dialogue with guides to identify training needs and performance improvements

All staff and representatives are required to follow Corbieco Travel's Code of Conduct, which outlines expectations regarding human rights, safety, environmental responsibility, and cultural sensitivity.

Collaboration & Continuous Improvement

We actively collaborate with guides and local staff by:

- Providing learning opportunities and performance-based incentives
- Promoting best practices in low-impact guiding
- Encouraging input from guides in shaping sustainable itineraries and visitor education

Defining Success

For Corbieco Travel, success means working with a network of informed, passionate, and responsible local professionals who:

- Represent the destination with integrity and care
- Enhance guest understanding and respect for local culture and environment
- Actively contribute to a more sustainable and ethical tourism experience

Sustainable Destinations

Corbieco Travel operates in destinations where sustainability is embraced as part of long-term community and tourism development. Many of these destinations are deeply connected to our company's origin, values, and mission offering rich cultural heritage, natural beauty, and local authenticity that align with our commitment to responsible travel.

We aim to create a positive relationship with the places we visit, not just by offering tours, but by contributing to local well-being, conservation, and cultural preservation. In choosing where we operate, we assess:

- The destination's willingness to engage in sustainable practices
- The availability of locally run services, accommodations, and experiences
- The potential to offer alternative routes that relieve pressure on overtouristed areas

We actively promote secondary and lesser known locations, enabling visitors to discover hidden gems while supporting the equitable distribution of tourism benefits. We avoid operating in destinations where systemic human rights violations are present or where tourism contributes to social or environmental degradation.

Contribution to local communities / local economic network

In every destination, Corbieco Travel seeks to:

- Source locally and responsibly, including guides, transport, accommodations, and activities
- Support traditional crafts, local cuisine, music, and community led experiences
- Educate guests about ethical and responsible shopping, including avoiding items made from endangered species or of cultural sensitivity
- Collaborate with local tourism stakeholders, including governments, businesses, NGOs, academia, and local communities to promote sustainability from within
- Advocate for and uphold universal human rights including gender equality, labor rights, children's rights, and land rights

Environmental stewardship in destinations

Corbieco Travel is committed to protecting the natural resources of the destinations we visit. This includes:

- Ensuring our tours avoid damage to sensitive ecosystems, wildlife, or heritage sites
- Promoting low-impact activities such as walking, cycling, or small-group tours
- Educating guests about responsible visitor behavior, such as waste reduction, water conservation, and respect for wildlife and sacred places
- Partnering with local stakeholders on environmental initiatives, including clean-up events and awareness campaigns

Customer communication and protection

Privacy

- Our customer protection is our priority. Therefore, we maintain a clear privacy policy [<https://corbiecotravel.com/privacy-policy>] to ensure
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

Marketing and communication

- Corbieco Travel 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

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs
 - We also send **pre-arrival sustainability tips** to travelers before their trip to Türkiye, covering topics like plastic reduction, responsible shopping, local customs, and eco-friendly behaviors during their visit.

Customer experience

- The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism
 - Satisfaction and complaints

- Corbieco Travel maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Utku Dilemre, who can be reached at utku@corbiecotravel.com.

Definitions

An **eco-friendly tour** is any travel experience, product or service that is intentionally designed and operated to minimize negative environmental impacts and support the conservation of natural resources, ecosystems and biodiversity, while also promoting cultural respect and positive engagement with local communities.

Eco-friendly tours include but are not limited to travel programs that use low-emission or alternative transportation methods, partner with certified sustainable accommodations, limit single-use plastics and waste, support local economies through fair trade and local sourcing, provide education on environmental issues, and follow guidelines aligned with recognized sustainability standards such as those established by the Global Sustainable Tourism Council (GSTC), the Leave No Trace principles, or similar frameworks.

Effective date

This policy is effective from 20.07.2025.

Revision history

This policy was revised on 10.10.2025

This policy will be revised by 26.12.2026