

SAÓ VIAJES NATURALES

SUSTAINABILITY POLICY



SAÓ

Viajes Naturales



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INTRODUCTION



SAÓ Viajes Naturales is an online travel agency (OTA) **with a conscience**. We market experiences with sustainable, ecological, socially responsible or healthy values.

We work with small and medium-sized entrepreneurs and entities that develop tourist experiences as a formula to provoke **local development**, creating opportunities from our clients' trips.

The company was created to offer a **different type of tourism**, far from conventional travel, without overcrowding, covering the needs of the destination and the traveller. Providing each destination with the respect it deserves, seeking a **low impact on the environment**, collaborating with local people, creating synergies with small entrepreneurs who seek sustainability and naturalness in their experiences and accommodations.

At SAÓ we offer **premium and ecological experiences**, giving a voice to sustainable tourism, promoting its practice and positioning it in the place it deserves.

WORK TEAM

We have a team of professionals with a high level of experience in personalised attention to travellers and in the design of tourist experiences with soul, but above all SAÓ has travellers with a conscience who advise travellers with a conscience.



Alberto Galloso
CEO & CO-FOUNDER



Isabel López
RESERVATIONS MANAGER



María Sánchez
MARKETING MANAGER



Pau Sánchez
EXPERIENCE DESIGNER



José Luis Samos
WEB MANAGER











Belén García
SUSTAINABILITY MANAGER



Darío Domingo
RESERVATIONS

GENERAL PRINCIPLES

-  Our experiences are based on ecological, healthy and sustainable values.
-  We only offer experiences that we have previously tested.
-  Our hosts are part of SAÓ, we are wherever they are.
-  The customer's opinion is the most important thing for us.
-  We work to adapt to the client's needs.
-  We are not an ordinary travel agency. We create and design experiences with sustainable and socially responsible values.
-  We understand that being sustainable means acting in a balanced way in the three pillars of Sustainability - environmental, social and governance - to contribute to sustainable development.
-  We want to contribute to the achievement of the Sustainable Development Goals of the 2030 Agenda.





COMMITMENT TO SUSTAINABILITY

Tourism is key to the economic development of many territories and at the same time generates a great impact on the environment at a socio-cultural, economic and environmental level. In fact, tourism organisations in general are increasingly aware of the importance of acting in a sustainable and respectful manner, an aspect to which tourists nowadays attach more importance when deciding on their trip.

At **SAÓ Viajes Naturales** we want to continue improving on our path towards sustainability by implementing actions that, although they may be on a small scale, are capable of changing our day-to-day life and of differentiating ourselves by standing out as a travel agency committed to the environment.

Furthermore, at SAÓ we are aware of how far-reaching it can be to manage our impact as sustainably as possible. For this reason, we have a **Sustainability Committee** that includes the company's management, the representative of the main work areas, the sustainability manager and the marketing manager.

In view of the above, **the Sustainability Policy of SAÓ Viajes Naturales** expresses its commitment to:

- Promote ethical, responsible and transparent behaviour in our actions.
- Maximise the positive impacts on the destinations in which the experiences we market take place.
- Minimise potential negative environmental and social impacts to avoid harm to people, company assets and the environment.
- Manage the risks and opportunities of each of our actions responsibly.

A vertical photograph on the left side of the page shows a lush green plant with thick, rounded leaves growing out of a light-colored, woven basket. The basket has a textured, braided appearance. The background is a plain, light color.

COMMITMENT TO SUSTAINABILITY

- Fostering credible and trustworthy relationships with key stakeholders.
- Facilitate transparent communication with stakeholders and, in particular, with local communities in the areas where we operate.
- To advance the achievement of the Sustainable Development Goals (SDGs).
- Raise awareness, train and ensure ethical, transparent and responsible behaviour, based on our values and principles of action.
- Respect and promote human rights both in the company and in our activity as an OTA, the fundamental rights of workers and the rights of indigenous people, promoting the social and economic development of the geographical areas in which we are present.
- Promote diversity, inclusion and equality of our professionals, ensuring their satisfaction, well-being and health.
- Always strive for continuous improvement. This is essential, we do not want to be left behind and we must ensure sustainable governance. Through the Sustainability Committee created in the company and the Sustainability Plan, we will set new challenges and reinforce the areas in which we may be more vulnerable.
- Work to raise awareness and train the professionals who form part of our company in sustainability.
- Reduce the carbon footprint of the company's activity and customers.

STAKEHOLDER OBJECTIVES



EMPLOYEES

SAÓ Viajes Naturales promotes a working environment based on trust and mutual commitment. This involves:

- Consolidate a culture of respect for people, favourable behaviour and openness to diversity.
- To guarantee the right to equal opportunities and equal treatment for all workers, and to be able to develop personally and professionally.
- Avoid any kind of discrimination at work.
- Maintain a working environment free of harassment and violent or offensive behaviour towards the rights and dignity of individuals, and ensure that if it does occur, appropriate procedures are in place.
- Guaranteeing a living wage.
- That employees work in the best physical, psychological and well-being conditions.

CUSTOMERS AND SUPPLIERS

Customers and suppliers are the basis of the business, and for this reason, SAÓ assumes the following commitments:

- To provide honest advice and complete information about the characteristics and qualities of our services.
- Maintain adequate and efficient communication channels, using the most appropriate means of communication.
- To have a management and supplier relationship model that seeks to guarantee an ethical and socially responsible process.
- Let them know that we are committed to achieving the Sustainable Development Goals (SDGs).
- Keep them informed through our social networks and website of the greenest news and eco-tips.



SAÓ VIAJES NATURALES

Through this Policy, SAÓ Viajes Naturales aims to demonstrate the coherence between the management of its activity and the needs of society and the environment, and demonstrates its commitment to sustainability.

We believe that sustainability, both in its environmental and social and governance aspects, is a basic pillar that should govern our actions.

In this way, the management expresses its commitment to try to develop sustainable operations. The agreement is made with employees, the community, customers and suppliers as stakeholders.



SAÓ VIAJES NATURALES

SUSTAINABILITY POLICY

Alberto Galloso, as administrator of SAÓ Viajes Naturales and acting on behalf of its workers, ratifies the present document.

In Valencia, 05th September 2023