

1. In general

The Sustainability and Quality Policy of Outdoors Training is a quality and representation reference document for the company as well as for all Trekking Hellas (registered trademark) franchisees.

This file serves as the central document of the Sustainability and Quality Management System of "Trekking Hellas" (registered trademark) and can be also shared with external bodies, to communicate the philosophy of Trekking Hellas and the vision of Management on the provided services, as well as serve as inspiration for others.

The main purpose of this Sustainability and therefore Quality manual is to describe the basic principles governing the Sustainability Management of Trekking Hellas.

This document was prepared in February 2025 in accordance with the training and guidance of Travelife and in compliance with all National and International laws and regulations, as well as the UN Sustainable Goals.

2. Scope

The **scope** of the Sustainability Management System of Trekking Hellas is to:

- inform staff and partners as well as clients about the Sustainability principles of the company
- guide and train staff and partners on sustainability good practices and how to improve performance
- guide by example the clients to more sustainable travelling
- monitor, evaluate and improve performance on set sustainability goals

Who and how is involved

Everyone is involved! But, Senior Management gives the final approval, has the overall responsibility and signs the commitment(s). It is also responsible for monitoring laws and regulations, national and international, making sure the company complies.

Sustainability Coordinator gives guidance, monitors, and evaluates performance, and suggests alternatives.

Sales, make sure all products comply with the set Sustainability parameters and guide clients. Special care is given from the colleagues in the Kids Sales Department, who have a more sensitive audience.

Operations, make sure implementation of trips and events are according to the set Sustainability parameters and actively search to improve performance on all sustainability aspects, heavily involving in doing so, the supplier partners. Especially by properly training the guides.

Marketing, assisting everyone, keeping the team updated on the latest trends and available space for promotion on Sustainability good practices and disseminates all good practices of the company.

Accounting colleagues are the ones making sure everyone is contracted with the proper contract and paid fairly, gets holidays and holiday's bonuses, as well as paid sick leave. They are also the ones who proactively requested and implemented the paperless invoicing and make every day special attention to the use of paper and ink. The first ones to abolish the "sticky notes" and replace them with using the one face printed thrown paper.

Secretariat, makes sure to provide a safe and pleasant working environment paying very much attention to the low consumption of energy, eco-friendly consumables, and proper management of waste, organizing meetings outside the office with minimum possible use of transportation and with no single

wrapped products, giving also our guests the first hints on what activity or trip could suit best their needs and those of the environment at the same time.

As a service-providing company, we heavily rely on our partners - suppliers and make sure we choose them carefully and evaluate them frequently to make sure their services meet our quality standards.

3. What Outdoor Training – Trekking Hellas offers

Outdoors Training is the name of the company with registered trademark Trekking Hellas (hereinafter referred to as TH for brevity) and is the central company of the **Trekking Hellas Group of Companies**, the largest and oldest company of outdoors activities in Greece, offering since 1986! a broad spectrum of exciting outdoors experiences in Greece and abroad for all ages, from the tender to the silver age, for individuals and groups as well as for companies wishing to enhance their team spirit and assist bringing their employees closer to nature.

Founded as a single company, managed to prosper and create in 1997 the franchise **Trekking Hellas** aiming to empower the local offices to develop in full strength enterprises that in their turn invest in the growth of the local economy and skills of the locals. At this moment the group counts with 20 local Trekking Hellas throughout Greece, with only just a couple of them based in mainstream touristic places. Although all companies are administratively and financially autonomous, they share the same values, respect the same rules and offer services of the same quality standards. They meet regularly to exchange ideas, discuss issues and align management directions.

All people working for TH, those in the central office and those in the local TH, the latter mainly in the field, is part of what they do. We are all nature lovers and respect and cherish the outdoors and its inhabitants even the tiniest, as well as fond of children, very sociable, feeling sincere joy to share our joy, being admiring the beauty of a river, a bay, a mountain, tasting the local delicacies or telling stories. We have the enormous fortune to do this job by choice and not by obligation.

We will effortlessly and spontaneously respect and protect the environment and people we visit and always have an open ear if we can assist in anything or improve any part of the activity or journey, applying the same attitude at the office as well. We limit our trace to minimum possible; we help improve conditions. We always seek improvement.

4. How we do it?

At the office:

- Safe, pleasant and fair working conditions.
- Regular quick weekly all office meetings and per department meetings and a more thorough full-day meeting once a month associated with an outdoor activity.
- Correct waste management.
- Minimum use of printing in recycled paper and in low consumption printers.
- Hybrid work and car-pooling.

- Single-use products are limited to the strictly necessary (ex: no plastic glasses/plates/cutlery, no single use straws, no single use batteries, no single use plasticized welcome-signs etc...).

In the field:

- In all activities/trips/events, single-wrapped products are limited to the strictly necessary. We would prioritize energy bars from the bakery in one box for guests to pick up, rather than giving them the single-wrapped ones, or prepare picnic style snacks
- In all activities/trips/events, we invite clients to bring their own bottle for water and certainly we provide our guides with one, avoiding plastic bottles, unless we have no other choice
- In all activities/trips/events, we limit movement by car to a minimum and we promote transportation in big coaches rather than smaller cars.
- In designing the multiday trips/events we will always check, if possible, to avoid fast ferries and airplanes for transportation and if possible, use public transportation for the necessary local transfers, and that only if the distance is not walkable.
- Our guides are instructed to minimize waste production and, in all cases, collect separately the recyclable garbage and advise the clients to do the same. The same advice is given in the self-guided trips instructions.
- Our guides or the written instruction of the self-guided trips will also advise clients on a moderated use of the air-conditioning and water.
- Safety and social instructions especially for remote areas (drinkable water/wildlife/local customs etc) or in days of severe weather conditions (heat/rain/wind etc) are also given either by our guides or in written guidelines
- Special emphasis is given in warnings concerning protected areas, endangered species (plants and animals) and if any strict social rules
- Any activity that to the best of our knowledge can be of any harm to the visited natural environment and/or the visited society, is automatically excluded from our trips/events.
- Any off the main-stream location, is given priority in the designing of every year's promotion program, always maintaining very small the size of the visiting groups and as low as possible the immediate and future impact, focusing on a low pace sustainable development impact if not none.

5. SUSTAINABILITY-QUALITY POLICY

Trekking Hellas was founded as a small company providing tourism services abroad for Greeks, mainly hiking in Nepal and outdoor activities for Greeks, first ones being hiking in few areas and rafting a couple of rivers. It evolved rather quickly into a healthy bigger company extending the visited countries abroad, as well as the locations and activities as well as multiday trips in Greece. Then the franchise idea was born and established, clearly aiming to develop the local Trekking Hellas, from simple executors of the activities to full potential autonomous enterprises, under the guidance of the main office. The Trekking Hellas Group of Companies now is providing outdoor activities in multiple locations around Greece, multiday trips in Greece and abroad, corporate events, kids and youth events in Greece and abroad, as a leader of the industry.

The offered activities and tour packages are, from the beginning designed and implemented with reliability and speed, with a careful ear to the needs of the client and at the same always respecting national and international laws, local customs, safeguarding nature and people, promoting lasting growth. All executives and staff as well as partners, collaborators and providers are together responsible for the quality of the services provided. Calm and sincere working relationships and frequent meetings allow for effective communication leading to the improvement of the offered services, working conditions and collaborations. The aim: sustainable growth, happy guests, happy co-workers, happy providers. The tools: training, counseling, evaluation reports, revision of costs and content, study of the market, exchange of ideas.

The idea of sustainability for us is synonymous with quality. Quality of services, Quality of life, for us and for the others.

Over the years, our staff have been trained in Quality Management Systems, like 6-Sigma and ISO, and now undergo training for a Sustainability Management System, broadening the horizon. Sustainability is not only caring for the environment, the plants, the animals, but also care for the people behind the desks, the receiving communities, the general impact of any given action.

SUSTOUR Travelife is accompanying us in this journey, enriching our experience with those of other and with the knowledge of the experts in the sector.

Key elements of this journey are the following:

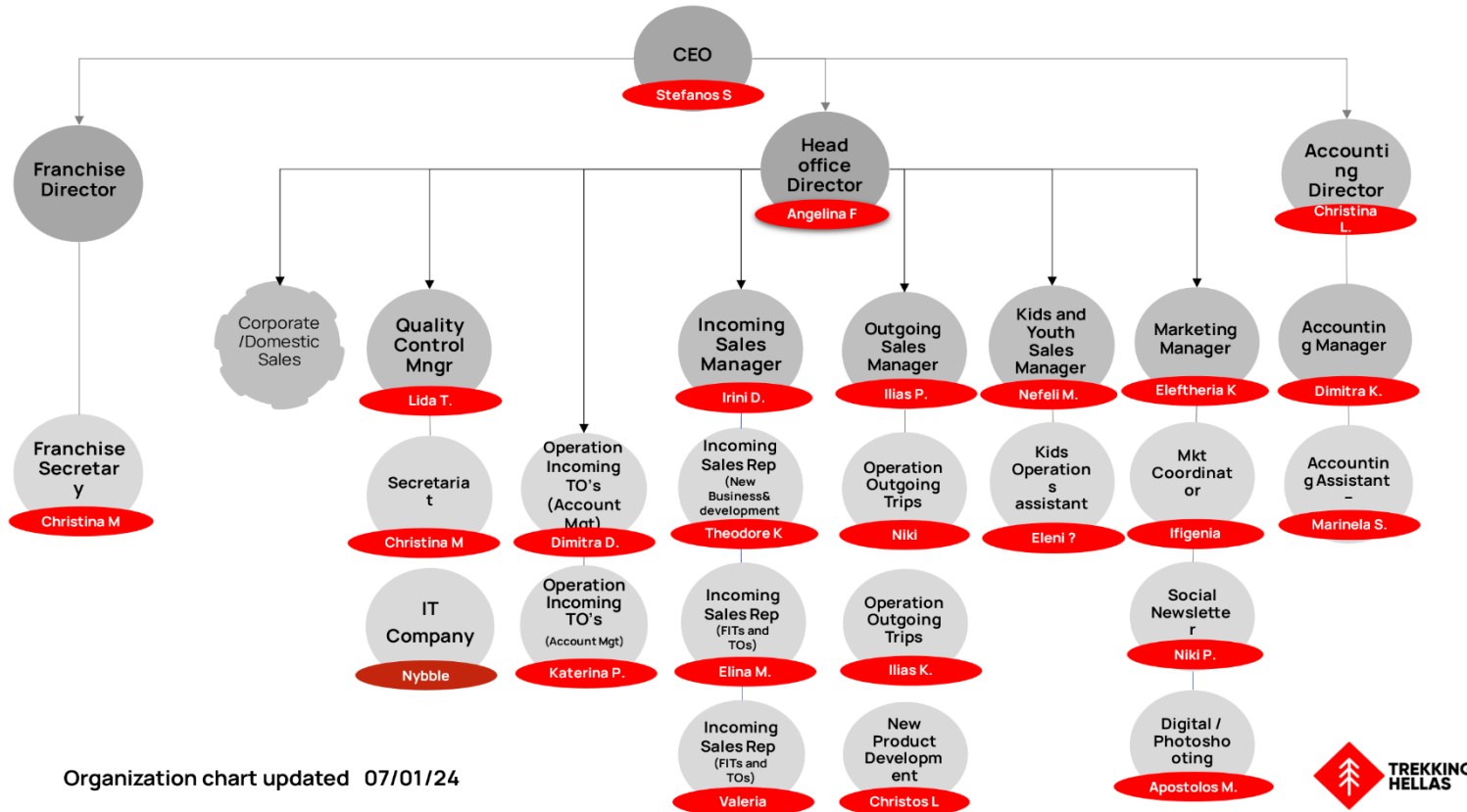
- The provision of offers, programs and activities meet registered customer requirements
- The provision of offers, programs and activities meet the annual and quinquennial economic and development plan of the company
- The economic and qualitative evaluation of the implemented programs and activities is made in a measurable/comparative manner
- Measurement and comparison of the social impact and carbon footprint of activities and programs
- The evaluation of suppliers and partners
- The efficient administration of any finding of the evaluation reports and correct follow-up and archive
- The efficient administration of any client complaint or report and correct follow-up and archive
- The efficient administration of any collaborator/provider complain or report and correct follow-up and archive
- The continuous improvement of the Sustainability-Quality Management System, been a dynamic system that has to adjust to the circumstances and current data (reports, evaluations, tendencies, market, economy, legislation, rules, customs etc...)

➤ **Our guidance reference?** [The 17 UN Sustainability Goals](#)



- Our practical guidelines? The Travelife reporting tool, efficiently and user-friendly structured. It helps point out the achievements as well as the areas where changes are mandatory and those areas that could be further improved, providing tools, examples, sensible structure and coaching.
- Our driving force? Commitment and enthusiasm of management and staff!

6. ORGANISATIONAL STRUCTURE



7. SUSTAINABILITY AND QUALITY SECRETARIAT

The Sustainability/Quality Coordinator, with direct mandate from the Management team (CEO and Office Director), monitors all programs, all procedures, trains the staff on procedures and sustainability/quality subjects, assist the Management on decisions concerning sustainability matters, is responsible for all reports concerning Sustainability and for the liaison to all related collaborators.

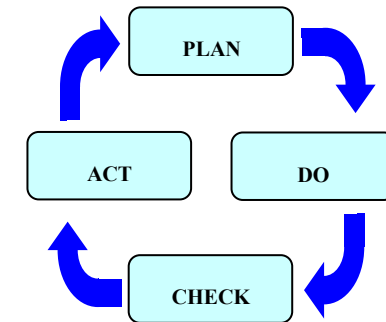
8. Management's Commitment

The Management, having as a constant goal the sustainable development of the company, commits to provide all necessary resources, actively supports the Sustainability/Quality Coordinator in creating, applying and monitoring the whole process, is a role model for all staff.

9. Continuous Improvement

The concept of continuous improvement at all levels is a key element when seeking sustainability. The corroborated model "Plan-Do-Check-Act", is an efficient way to achieve improvement.

- PLAN:** Establish processes, products and services to achieve goals and results in accordance with market/customers' requirements and Trekking Hellas policies.
- DO:** Implement the above-described processes, products and services.
- CHECK:** Monitor and evaluate processes, products and services in relation to the initial plan.
- ACT:** Take corrective actions wherever needed and introduce them in the planning.



WHO and HOW???

Plan On Procedures:

Qualified staff, establishes procedures, monitors their application, performs periodic evaluations, archive evaluation findings and spontaneous proposals, as well as the outcomes of the administration of complaints from clients and staff. Coordinates then the necessary meetings in order to establish eventual corrective action(s) and take care to publish the new procedure(s) and occasionally train the staff on the new rules.

Plan On products and services:

The heads of the Sales departments with the assistance of the head(s) of Operations and Marketing, under the supervision of the Office director and the final approval of the CEO, decide on products and services.

Specifically, the improvement mechanism of Trekking Hellas is based on the following actions:

- Establishment of indicators and targeting (Procedure D02 "Management Responsibility")
- Management of improvement proposals, complaints, program evaluation and customer satisfaction measurement (Procedure D03 "Continuous Improvement")
- Internal audits (Procedure D05 "Internal Audits")
- Recording and evaluation of non-conformities and/or failures and determination of corrective / preventive actions (Procedure D03 "Continuous Improvement")
- All the data collected from the above actions constitute the backbone of the System Review by the Management (see D02), where decisions are taken at the level of Top Management.

10. Human Resources Management

Available vacancies are published in Trekking Hellas website, in Trekking Hellas social media and at least another “job finder” platform. There is always a clear description of the required skills and duties, location and timetable of work, not always the salary is mentioned, as most of the times depends on the selected person’s skills, study titles and previous working experience.

Key element in recruiting is the required competency, accompanied with excellent social skills. Been a very good team player is equally important as been a very good sales or operations or marketing player.

In Trekking Hellas, we are convinced that gender, religion, ethnicity or nationality, family and financial background are irrelevant characteristics in the process. We welcome reliable, hard-working, communicative people, who have the required specific skills and knowledge and a spontaneous sincere love for the outdoors and humanity. Then, we teach them, we accompany them in becoming excellent in what they do and therefore contribute to the excellency of the company and become themselves teachers for their collaborators and their new colleagues.

All interviews are conducted in at least in two stages and there are present always at least two persons, not the same for both stages.

Once the decision is made on who the most qualified candidate is, we inform all candidates on whether we will cooperate or not.

Recruitment is followed by 1-week general in-house training with meetings with each department and another at least 2 weeks specific training with the head of unit. There is then a final check meeting with the Office Director or the Sustainability-Quality Manager, to determine the areas where eventual further in-house training is needed.

Wages and working conditions always respect the national labor law and there is also a flexible working environment that will accommodate any unforeseen needs, with the collaboration and support of the colleagues and the management.

Additional staff training needs are determined either by a proposal from the head of the department, or after an evaluation or in case a new tool is introduced. Any independent request by any employee is also welcomed and supported if deemed it will lead to an improvement in the performance or the future upgrade of the position.

We ensure a healthy and pleasant working environment with plenty of natural light, proper artificial lighting, proper heating and cooling system, comfortable chairs, fully equipped kitchen and a bathroom. The office is regularly cleaned once a week. There is also a balcony with plants running all along the office, with shades protecting from the harsh summer Greek sun.

Association to syndicates or other labor associations is free and has no influence on personnel’s treatment, though in decline in our country, so rarely staff is active member of any.

It is very rare that a dispute between colleagues or among management and staff is not solved with constructive discussion and agreed corrective measures from both sides. Normally the discussion starts with a first level meeting between the involved staff member and his manager in line. Secondly with the Office Director or the Sustainability-Quality Manager and ultimately with the CEO. The staff involved is allowed to bring anyone he feels comfortable with to be present in any of these meetings. Disciplinary measures are taken, if necessary, in accordance with the applicable law and after consultation with the legal advisor.

The company is open to recruiting people in trainee positions.

11. Internal Audits

Internal audits are the main tool for controlling the effectiveness of the Quality/Sustainability System and are conducted twice a year. Once at the end of the season (October-November) and a second one about a month prior to the beginning of the season (at the latest by March).

The purpose is to:

- Evaluate performance and plan eventual corrective actions
- Verify compliance with the company's procedures and guidelines
- Evaluate providers and collaborators
- Evaluate staff and plan eventual corrective actions
- Evaluate effectiveness of the running procedures and guidelines
- Monitor actualization of any corrective actions on products development
- Monitor actualization of any corrective actions on staff development
- Verify compliance with relevant legislation
- Check the effective implementation and maintenance of the system

The evaluation reports and corrective actions concerning the staff are registered and accessible by the management. The evaluation reports and corrective actions are registered and accessible by all staff. The corrective actions are also reported in the Teams Calendar with deadlines and relative staff assignments.

12. Supplier Evaluation

The Quality/Sustainability Management System of Trekking Hellas applies a relevant procedure through which the framework for evaluating and monitoring cooperation with suppliers and partners of the company is determined.

The evaluation of suppliers / partners is continuous, based on specific criteria depending on the criticality of the related services and supported by the appropriate tools. An important role in the evaluation of suppliers is played by the information that comes from customers about their satisfaction as well as the evaluation of suppliers by Trekking Hellas Coordinators/Tour leaders themselves during the implementation of the Programs.

13. Management of Material Resources and Equipment

- A safe and healthy working environment is provided, with proper office furniture, regularly maintained kitchen appliances and heating/cooling system. Natural light is available for most part of the day as all rooms have French doors giving to the balcony. Artificial light is comfortable to the eyes and provided through led economic lamps. The balcony is provided with shades and plants, indispensable for the hot Greek summer. The CEO of the company is also registered as Safety Officer and regularly monitors the required safety standards and informs staff of any necessary procedures.
- All staff are equipped with laptops connected to the company's server. Optical fiber internet connection is provided at the office with a back-up line also available and an automatic interchange system from online to the other, as the company operates mostly electronically, and a reliable internet connection is of the utmost importance. All staff has also a secure remote access to the server. A back up system is in place, safeguarding all files in the server.

Since computers and software are the most critical factors in ensuring the provision of high-quality reliable services, the company has an external expert IT team supporting:

- Maintenance of hardware and software
 - Timely intervention in case of problems of hardware and software
 - Regular monitoring and updating of safety systems
 - Regular monitoring of the back-up system
- An e-phone system is installed as a switchboard in order to ensure that the staff is reachable even if not physically present at the office (remote work), through extensions, facilitating the transfers of the calls and minimizing calling costs. Devices are provided as well as the related application that the staff can use on their mobile phone or laptop need be. The e-phone company provider ensures that any trouble with the system is solved timely.

14. Sales of Programs

All the company's programs are designed, promoted, sold, implemented and evaluated through clearly described client-centered procedures per department. The programs aim to share the love for the nature and people in Greece and abroad.

The departments are: Incoming Sales, Incoming Operations, Outgoing Sales and Operations, Kids and Youth Sales and Operations, Marketing. The administration of the whole process is managed by a customized CRM software and is based on the plan-act-evaluate-replan philosophy.

The following principles apply to all departments/all procedures:

- Customers' requirements are determined and registered
- Offers from suppliers and collaborators are determined and registered
- Programs are designed, costed and properly described, before publishing or submitting to the client.
- In the description of the programs at least the following are present:
 - Clear daily description (eventually with timetable too) with accompanying indicative photos
 - Category and services of the proposed hotels and Indicative list
 - Category and services of the means of transports
 - Requirements from the customers
 - List of activities
 - Difficulty of the activities
 - Price per person
 - What is included in the price and what is not included
 - Reservation, payment and cancellation policies
- GDPR laws and rules are respected.
- A risk assessment of the activity/ies and/or the trip has been made, and any precautions have been taken into consideration.

- An evaluation form is requested from the client after the program.

The promotion of the programs is made mainly through the website, regular newsletters and the social media (facebook, Instagram, tiktok), but also by participating in national and international exhibitions and ad hoc visits to clients and providers. Printed leaflets have been abandoned as a mean of promotion since 2016!

15. Implementation of Programs

The company is a Tour Operator and therefore the actual implementation of the programs, heavily relies on third parties (partners, providers and collaborators). Therefore the utmost importance is given in the selection of such third parties and a careful evaluation after each program is in place, to ensure the quality and sustainability principles of the company are respected.

- Selection of third parties and evaluation processes (providers and program) are clearly described in the related department procedure.
- On the evaluation process, an important role is played by the company's guides accompanying most of the programs, for they provide feedback on the actual running of the program. Therefore before their assignment as guides, are interviewed, trained, provided with working guidelines and constantly reminded of the best practices they need to follow during the trip.
- One-use plastic materials have been abolished in the trips since 2012! If any one-use material needs to be used for any reason, we ensure is made out of 100% biodegradable material, and/or in the biggest possible container is used to minimize waste.
- Guides are instructed to buy any snack locally and avoid single-wrapping versions of any snack.
- Guides always carry garbage bags and make sure they leave no trace of the group passage, unless this is to leave the path cleaner than found!...
- Guides are instructed to respect and protect local flora and fauna as well as local people and customs and to inform and advise clients accordingly.
- The same instructions given to the Guides is given as recommendation to the clients on self-guided and semi-guided trips.
- Family-owned small businesses are preferred wherever possible, and speed boats are avoided as well wherever possible.
- All activities in all programs are carbon free, except eventual small local transfers.
- The company acknowledges and works on the improvement of impact of the Road-Trip programs abroad.
- All outdoors activities in Greece are 90% implemented by the network of local Trekking Hellas agencies, who share the same values and philosophy and bound to follow the company's policies as part of the franchise group. By using this precious network, no energy is wasted in transporting equipment from one place to another and the growth of the local economy and society is supported.

We love nature, we love people, we love what we do, so we will always find ways to do it better!