Sustainability policy of T&J Pombeiro Lda

Purpose

The company is committed to developing and promoting more responsible and sustainable tourism practices. The purpose of this policy is to minimise the environmental and social impacts of our activities while contributing positively to local communities, natural areas, and destinations through responsible operations, awareness, and continuous improvement.

Scope

This policy applies to all employees, guides, freelancers, management, and operational activities carried out by T&J Pombeiro and its brands, including Oporto Adventure Tours, Detours, and Strike Tours. It also extends, where applicable, to suppliers, partners, and service providers involved in the company's activities and excursions.

This Policy does not apply to external parties or services that operate independently from the company and over which T&J Pombeiro has no direct operational control.

The management of T&J Pombeiro is responsible for implementing the company's sustainability policy, with the support and cooperation of all employees, guides, freelancers, and relevant partners.

Sustainability management & legal compliance

Sustainability commitment

T&J Pombeiro 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 progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

T&J Pombeiro commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

T&J Pombeiro follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

T&J Pombeiro recognises that its employees, guides, freelancers, and collaborators are essential to delivering authentic, responsible, and high-quality travel experiences.

The company is committed to:

- Complying with all applicable national labour laws and regulations;
- Providing a safe, healthy, respectful, and inclusive work environment;
- Offering fair and transparent working conditions, including clear communication regarding responsibilities, remuneration, and expectations;

- Ensuring that employees, guides, and freelancers receive remuneration equal to or above the applicable legal minimum standards;
- Supporting professional development through training opportunities, peer learning, and sustainability awareness initiatives;
- Encouraging employee participation and engagement in the company's sustainability objectives and practices;
- Promoting equal opportunities and non-discrimination regardless of gender, nationality, religion, age, ethnicity, sexual orientation, or other personal characteristics;
- Maintaining procedures for internal and external complaints, ensuring fair treatment, confidentiality, and continuous improvement;
- Promoting awareness regarding human rights, harassment, exploitation, and child protection issues within the tourism sector;
- Maintaining a zero-tolerance approach towards bribery, corruption, forced labour, discrimination, harassment, sexual exploitation, human trafficking, and violations of children's rights;
- Encouraging partners, suppliers, and service providers to operate according to similar social and sustainability principles.

The company is committed to continuously improving its internal sustainability and social responsibility practices through staff involvement, training, and ongoing review of procedures and policies.

Internal Management: Environment

T&J Pombeiro is committed to progressively improving the environmental sustainability of its operations and tourism activities.

The company seeks to reduce the environmental impact of its day-to-day operations through responsible use of resources, waste reduction, sustainable purchasing practices, and continuous awareness among employees, guides, and collaborators.

The company promotes environmentally responsible practices including reducing paper consumption, encouraging reuse and recycling, minimising harmful substances where possible, and progressively replacing less sustainable materials and equipment with more environmentally friendly alternatives whenever operationally and financially feasible.

T&J Pombeiro also promotes respect for natural areas, wildlife, local communities, and cultural heritage across all its tours and activities, while encouraging partners and suppliers to follow similar sustainability principles.

The company recognises sustainability as an ongoing process and is committed to continuous improvement in its environmental practices.

<u>Carbon management of office operations</u>

T&J Pombeiro recognises the importance of reducing the carbon footprint associated with its office operations and business activities.

The company aims to progressively monitor and reduce energy consumption, unnecessary travel, and greenhouse gas emissions associated with its operations. Electricity consumption is monitored through utility invoices, allowing comparison between different periods and identification of opportunities for improvement.

Where operationally possible, the company encourages remote meetings, flexible working arrangements, and digital processes in order to reduce travel and paper consumption.

The company is also committed to progressively improving the efficiency of office equipment and lighting systems, as well as evaluating more sustainable alternatives for daily operations and transportation.

T&J Pombeiro acknowledges that carbon management is a long-term process and is committed to gradually implementing more effective monitoring and reduction measures over time.

Land use

T&J Pombeiro is committed to ensuring that its operations comply with applicable land use, planning, construction, and licensing regulations.

The company owns and operates facilities used for operational purposes and also rents office spaces. The company seeks to ensure that all owned and rented spaces comply with relevant local legislation and licensing requirements applicable to their intended use.

Whenever relevant, the company aims to respect local communities, cultural heritage, and surrounding environments in the use and management of its operational spaces.

T&J Pombeiro recognises the importance of responsible land use and is committed to operating in a manner that minimises negative impacts on local communities and the surrounding environment.

General suppliers policy

- T&J Pombeiro recognises that suppliers, partners, and service providers play an important role in the overall sustainability of its tourism activities and experiences.

  The company aims to work with partners and suppliers that share similar values regarding environmental responsibility, fair working conditions, respect for local communities, and sustainable tourism practices.

  When selecting suppliers and partners, the company considers factors such as service quality, operational reliability, local economic contribution, environmental awareness, and alignment with the company's sustainability objectives whenever possible.

  T&J Pombeiro encourages suppliers, accommodations, activity providers, transport providers, restaurants, guides, and other partners to progressively adopt responsible social and environmental practices within their own operations.

  The company values partnerships with local businesses and service providers that contribute positively to local economies, cultural preservation, and authentic tourism experiences.

  Where feasible, preference may be given to suppliers and partners that demonstrate sustainability efforts, recognised certifications, responsible purchasing practices, fair trade principles, or environmentally responsible operations.

T&J Pombeiro is committed to continuously improving communication and collaboration with suppliers and partners regarding sustainability topics and expectations.

Inbound partner agencies

T&J Pombeiro works with selected inbound partner agencies and DMCs that support the company's operational needs and tourism activities.

The company maintains a database of relevant partners used for operational purposes and aims to progressively improve its understanding of partners' sustainability practices and performance.

When selecting new inbound partner agencies, the company considers factors such as operational reliability, quality of service, alignment with company values, and willingness to support responsible tourism practices.

T&J Pombeiro recognises the importance of promoting sustainability throughout its supply chain and intends to progressively communicate its sustainability objectives, policies, and expectations to its inbound partner agencies and relevant collaborators.

The company encourages partners to adopt responsible environmental and social practices and aims to share sustainability-related information, guidance, and training opportunities whenever feasible, including resources provided through the Travelife platform.

At present, sustainability performance monitoring of inbound partner agencies is informal and mainly based on operational experience and ongoing collaboration. The company intends to progressively formalise sustainability-related communication and evaluation processes with key partners over time.

T&J Pombeiro values long-term partnerships based on responsible business practices, mutual respect, service quality, and positive contribution to destinations and local communities.

Transport

T&J Pombeiro recognises that transportation activities represent an important part of the environmental impact associated with tourism operations.

The company operates and collaborates with different transportation providers depending on the nature of the tours and activities, including company vehicles, local transport operators, and external service providers where necessary.

When selecting transportation providers and operational solutions, the company considers factors such as safety, reliability, operational quality, and alignment with responsible tourism practices whenever feasible.

The company is committed to progressively improving the sustainability of its transport-related operations by monitoring fuel and operational consumption where possible, reducing unnecessary travel, encouraging efficient route planning, and evaluating opportunities to reduce greenhouse gas emissions over time.

T&J Pombeiro encourages drivers, guides, employees, and transportation partners to adopt responsible driving and operational practices, including fuel efficiency, safe driving behaviour, and proper vehicle maintenance.

The company maintains regular maintenance procedures for its vehicles and operational equipment in order to ensure safety, efficiency, and operational reliability.

Where operationally possible, the company promotes alternatives that reduce unnecessary transportation impacts, including remote meetings, digital communication, and efficient logistical planning.

T&J Pombeiro recognises that the transition towards more sustainable transportation practices is an ongoing process and is committed to continuously improving its transport-related sustainability performance over time.

Accommodations

T&J Pombeiro recognises the importance of accommodation providers within the tourism supply chain and the role they play in promoting more sustainable tourism practices.

The company mainly operates day tours and activities, therefore accommodation services are only included in specific programmes and selected on a case-by-case basis depending on the nature of the trip and the client profile.

When selecting accommodations, the company considers factors such as location, service quality, authenticity, comfort, operational reliability, and whenever possible, the accommodation's environmental and social responsibility practices.

T&J Pombeiro values accommodations that respect local culture, architecture, traditions, and communities, and seeks to prioritise locally owned or locally integrated businesses whenever operationally feasible.

Although the company does not currently maintain formal sustainability assessments or contracts with most accommodation providers due to the occasional nature of these partnerships, it intends to progressively improve the evaluation and selection of accommodations based on sustainability-related criteria.

The company also aims to progressively identify and prioritise accommodations with recognised sustainability certifications or responsible environmental practices whenever available and suitable for the operational context.

T&J Pombeiro encourages accommodation providers to adopt responsible environmental and social practices and reserves the right to discontinue cooperation with accommodation providers whose operations may negatively impact local communities, access to essential resources, cultural heritage, or the surrounding environment.

The company recognises that improving sustainability performance within accommodation partnerships is an ongoing process and is committed to progressively strengthening sustainability considerations within its accommodation selection and collaboration practices.

Activities & Excursions

T&J Pombeiro recognises that tours, excursions, and tourism activities are a central part of its operations and can have important environmental, social, and cultural impacts on destinations and local communities.

The company operates most of its activities directly through its own brands, guides, and operational teams, while also collaborating with selected external activity providers when necessary.

When selecting and developing activities, the company considers factors such as safety, authenticity, environmental

impact, cultural respect, operational quality, and alignment with responsible tourism principles.

Particular attention is given to activities involving natural areas, trekking routes, cultural heritage, local communities, and environmentally or culturally sensitive locations. The company aims to operate these activities responsibly and to promote respectful behaviour among guides, staff, and clients.

T&J Pombeiro promotes awareness regarding environmental protection, local customs, cultural heritage, and responsible traveller behaviour through guide training, operational practices, and client communication.

The company provides certified training to guides and intends to progressively strengthen sustainability-related training and awareness using internal resources and tools provided by organisations such as Travelife.

When collaborating with external activity providers, the company seeks to work with partners that share similar values regarding safety, sustainability, local respect, and responsible tourism practices.

Sustainability performance of activities and suppliers is currently assessed mainly through operational experience, direct collaboration, client feedback, and internal evaluation. The company intends to progressively formalise sustainability-related communication and assessment processes over time.

T&J Pombeiro recognises that sustainability within tourism activities is an ongoing process and is committed to continuously improving the environmental, social, and cultural responsibility of its operations and partnerships.

Tour leaders, local representatives, and guides

T&J Pombeiro recognises that guides, tour leaders, and local representatives play a fundamental role in delivering safe, authentic, and responsible tourism experiences.

The company works with a combination of full-time guides and freelance collaborators depending on the operational requirements and nature of each activity or tour.

The company is committed to ensuring that guides and collaborators clearly understand the terms, conditions, responsibilities, and expectations associated with their work. Full-time employees operate under formal employment agreements, while freelance collaborators work under agreed operational regulations and conditions communicated transparently between both parties.

T&J Pombeiro is committed to fair remuneration practices and ensures that employees, guides, and collaborators receive compensation equal to or above the applicable legal minimum standards.

Guides and tour leaders receive operational guidance and training relevant to their responsibilities, including certified training where applicable. Sustainability topics, responsible tourism practices, environmental awareness, cultural respect, safety procedures, and appropriate client behaviour are progressively integrated into guide training and operational communication.

The company promotes respectful behaviour towards local communities, natural areas, wildlife, and cultural heritage, and expects guides and collaborators to actively support these principles during tours and activities.

T&J Pombeiro maintains regular communication with guides and collaborators regarding operational standards, client experience, safety, and sustainability-related topics. Performance is mainly monitored through operational experience, direct collaboration, and client feedback.

The company maintains a zero-tolerance approach towards harassment, discrimination, exploitation, illegal activities, or behaviour that may negatively impact clients, communities, cultural heritage, or the environment.

T&J Pombeiro recognises that sustainability within tourism operations is an ongoing process and is committed to progressively strengthening sustainability awareness, training, and responsible operational practices among its guides, collaborators, and teams.

Destinations

T&J Pombeiro operates in destinations that offer meaningful cultural, natural, and outdoor experiences aligned with the company's values and tourism activities.

The company recognises that destinations and local communities are at the centre of the tourism experience and seeks to operate in a manner that respects local culture, natural heritage, traditions, and community well-being.

When developing tours and activities, the company considers factors such as environmental sensitivity, cultural value, operational impact, authenticity, and the carrying capacity of destinations whenever feasible.

T&J Pombeiro aims to promote responsible tourism practices that contribute positively to destinations through respectful visitor behaviour, local engagement, environmental awareness, and support for local economies.

The company also seeks to avoid practices that may negatively impact local communities, natural resources, cultural heritage, or the quality of life of residents.

T&J Pombeiro recognises sustainability within destinations as a shared responsibility and aims to progressively strengthen collaboration with local partners, communities, and stakeholders in support of more sustainable tourism practices.

<u>Contribution to local communities / local economic network</u>

T&J Pombeiro values the importance of supporting local communities and contributing positively to local economies through its tourism activities and partnerships.

Whenever operationally feasible, the company seeks to work with local suppliers, restaurants, guides, service providers, and small businesses that reflect the culture, identity, and traditions of the destinations where tours and activities take place.

The company promotes authentic tourism experiences that encourage interaction with local culture, gastronomy, heritage, and regional traditions while respecting local ways of life and community values.

T&J Pombeiro aims to maintain fair and respectful relationships with local partners and businesses, supporting fair

trade principles and responsible cooperation practices whenever possible.

The company recognises that tourism can contribute positively to local development and seeks to encourage tourism activities that generate local economic benefits while minimising negative social or environmental impacts.

T&J Pombeiro is committed to progressively strengthening its contribution to local communities through responsible purchasing decisions, local collaboration, awareness, and continuous improvement of its operational practices.

Environmental stewardship in destinations

T&J Pombeiro recognises the importance of protecting natural environments, landscapes, biodiversity, and cultural heritage within the destinations where it operates.

The company is committed to promoting responsible behaviour among employees, guides, collaborators, partners, and clients in order to minimise environmental impacts associated with tourism activities.

Particular attention is given to activities taking place in natural areas, trekking routes, protected environments, and culturally or environmentally sensitive locations.

The company promotes practices aimed at reducing littering, minimising waste generation, respecting wildlife and natural habitats, and encouraging responsible use of local resources during tours and activities.

Guides and collaborators are encouraged to raise awareness among clients regarding environmental protection, local customs, and respectful behaviour towards communities and natural areas.

T&J Pombeiro recognises that environmental protection requires continuous improvement and shared responsibility, and is committed to progressively strengthening environmental awareness and responsible operational practices across its activities and destinations.

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, Mariana Azevedo, who can be reached at info@oportoadventuretours.com.

Effective date

This policy is effective from May 13 of 2026.

Revision history

This policy was first written on May 13, 2026.

This policy will be revised on October 15, 2026.