

## 2 Europe Holidays Corporate and Social Responsibility Policy

### Introduction

2 Europe Holidays Lda (2eH) is the owner of the TransferFix platform.

We recognise that our corporate and social responsibility is crucial to our values and operations and in expressing our commitment to our stakeholders. They include customers, employees, directors, contractors, consultants, investors, shareholders, suppliers, regulators, public authorities, unions, the community and the environment.

We are committed to understanding, monitoring and managing our social, environmental and economic impact to enable us to contribute to society's wider goal of sustainable development.

At 2eH, we define Corporate and Social Responsibility as follows:-

- conducting business in a socially responsible and ethical manner, and;
- providing a platform that provides for shared transportation, and;
- protecting the environment and the safety of people, and;
- supporting human rights, and;
- engaging, learning from, respecting and supporting the communities and cultures within which we operate.

### Policy Statement

2eH takes account of its economic, social and environmental impact in the way it operates as a business. By demonstrating our commitment to Corporate and Social Responsibility, we aim to align our business values, purpose and strategy with the needs of our stakeholders, whilst embedding responsible and ethical principles into everything we do.

This policy applies to activities undertaken by or on behalf of 2eH.

### Responsibility for the Policy

Management, as well as each employee, is responsible for the implementation of our Corporate and Social Responsibility principles.

The ultimate responsibility for the commitment to our Corporate and Social Responsibility principles lie with the Executive, although 2eH stakeholders shall adopt the Corporate and Social Responsibility matters described in this policy, into their day-to-day activities.

## **Business Ethics and Transparency**

2eH adheres to the high standards of integrity and corporate governance practices in order to maintain excellence in its daily operations, and to promote confidence in its governance systems.

2eH shall conduct and promote its business in an open, honest, and ethical manner.

2eH recognizes the importance of protecting all our assets, that are human, financial, physical, social, information, environment and reputation.

## **Mission Statement**

To supply a platform that promotes an equal opportunity environment for affiliate partners, service providers and their customers.

## **Service Providers (Customers)**

2eH seeks to ensure that it deals responsibly, openly and fairly with existing and potential customers

with a service hallmarked by integrity, quality by:

- ensuring that all our marketing material and documentation about the business and its activities is clear, informative, legal, decent and truthful, and;
- being open and honest about our products and services and telling customers what they need to know, including what we do to be socially responsible, and;
- ensuring that we register and resolve complaints in compliance with our Complaints Policy and Procedure, and;
- listening to feedback provided by our customers, so that we might improve communications and the service we provide, and;
- publishing contracts with terms and conditions that are equitable and reasonable, so that they safeguard against unfair business practices.

## **Environmental Health and Safety**

Protection of the environment in which we live and operate is core to our values and principles, and we consider it to be sound business practice. Security of the environment is one of our key responsibilities and an important element of the platform that we provide.

The nature of our business means that we do not have an inherently a high environmental impact. However, we take into consideration all environmental issues, in the service we that we provide and we endeavour to reduce our environmental impact to an absolute minimum.

Stakeholders should be mindful of the carbon footprint that they might be creating in the course of their business activity.

Where possible, we minimise travel that incurs a carbon footprint. As a priority, travel by 2eH personnel is performed on public transport, so that private transport is used as a last resort, unless it is a bicycle.

Also, where we might select a supplier, we shall seek to select a supplier that has adopted a responsible environmental policy and has implemented processes and that make a real difference, so that, a supplier shall be considered favourably where that supplier has an apparent environmental policy.

2eH reduces the environmental impact by:-

- when available, complying with government initiatives for the offset of carbon footprint in travel, and;
- providing online webinars, as opposed to face-to-face training, and;
- conducting company board meetings on-line, and;
- using public transport in preference to private transport, and;
- employing people who live in close proximity of the facility, or who might work from home, and;
- ensuring that all lights and equipment is switched off, when not required, and;
- printing documents only where required by law, and;
- saving and appropriately disposing of spent batteries, and;
- ensuring that power is used efficiently, and;
- using scrap paper for drafts and notes.

## Local Community

2eH strives to understand and respect the cultural values and laws where we operate, so that we might develop mutually beneficial relationships with communities. We actively support initiatives in the communities where our employees live and work. We encourage our employees to contribute time and energy in leadership and other roles in community organizations.

2eH shall will strive to build trust, deliver mutual advantage and demonstrate respect for cultures, customs and values of individuals and groups.

2eH directs action in local environmental matters, leading with new initiatives that seek to raise awareness of the environment, by directly addressing issues that are harmful to the environment.

## Human and Animal Rights

2eH recognises that governments have a responsibility to promote and protect human rights policies and that everyone is responsible for the implementation of those policies.

2eH shall not engage or be complicit in any activity that solicits or encourages the abuse of human rights, and shall not tolerate the abuse of human rights within our sphere of influence.

2eH believes that the way we treat animals is a reflection of the way we, as humans, occupy space in our ecosystem. We promote awareness of the plight of endangered species and we support initiatives to protect endangered species. Where there is evidence of abuse of animals in our immediate environment, we shall take responsible and appropriate action that might include notification to a public authority.

Stakeholders are encouraged to adopt a similar policy towards human and animal rights.

## Communication and Awareness of this Policy

2eH shall notify its stakeholders of this Corporate and Social Responsibility Policy, and collaborate to achieve satisfactory adoption.

## Review of this Policy

The effectiveness of this policy shall be monitored and reviewed every six months to ensure our continuing compliance with any relevant legislation, to meet new corporate and social obligations and to identify any matter that requires inclusion or improvement.

## Board Approval

This policy has been approved by the Executive of 2eH.

Richard Smith – Chief Executive Officer

3 January 2019