



SUSTAINABILITY POLICY

WALK INN

INTURA TRAVEL

AIM

Corporate Social Responsibility is now a major issue in the development strategies of companies, regardless of their size or field of activity. The goal of this sustainable development policy is to provide a framework for our destination management activities, and to set a clear direction for our staff and service providers in order to guide our trips toward greater sustainability. Walk Inn is therefore committed to following the practices outlined and to working on their continuous improvement.

SCOPE OF APPLICATION

This policy applies to all Walk Inn employees, from Management to the executive level of our company. Our employees, as well as our partners (guides, hotel owners, transfer providers, restaurateurs, etc.), are required to respect the objectives set out in this policy as fully as possible whenever circumstances allow. This policy applies to all Walk Inn subsidiaries and commercial brands, namely:

- Walk Inn France
- Walk Inn Portugal
- Intura Travel

Management and the Green Committee, created within Walk Inn, are responsible for implementing the company's sustainable development policy.

OUR VALUES

Walking and cycling

Walking is our starting point—our philosophy of travel. Cycling soon joined it. Together, they embody freedom: the freedom to move at one's own pace, to choose one's path, and to escape the everyday. These gentle modes of travel carry within them a respect for nature and the landscapes we cross, encouraging a responsible approach to the environment. They also symbolize perseverance and pushing one's limits. Every climb, every trail reminds us of the value of effort and patience. Finally, they foster sharing and togetherness. Whether walking or cycling alone to reconnect with oneself, or in a group to experience something meaningful collectively, the essence remains the same: moving forward—physically, but also internally.

Encounters

Meeting others is one of the greatest riches of travel. It first embodies open-mindedness: accepting differences, discovering other ways of life, other cultures, and other ways of thinking. Seeking out encounters means recognizing each person's uniqueness, understanding their traditions, and valuing their identity. These exchanges foster and strengthen tolerance. Encounters during travel also carry the value of sharing. A smile, a conversation, a shared meal, or a story told create authentic connections—sometimes brief, but always memorable.

Environmental protection

Ecology and environmental protection first embody responsibility: the responsibility to preserve natural resources, to limit our impact, and to adopt more sustainable behaviors both in daily life and while traveling. Protecting the environment means recognizing the value of ecosystems, biodiversity, and the landscapes that surround us. It means understanding that human beings are part of a fragile balance that must be safeguarded. Finally, ecology carries a sense of transmission. Acting today means protecting tomorrow. It is choosing a more harmonious model of development—one capable of reconciling discovery, progress, and preservation—so that future generations can also enjoy the richness and beauty of our planet.



1. SUSTAINABLE DEVELOPMENT MANAGEMENT AND LEGAL COMPLIANCE

Walk Inn’s management is committed to the company’s performance in the field of sustainable development and has approved both the mission statement and the company’s sustainable development policy.

We use the Travelife platform to report on our sustainability progress, as well as to monitor and evaluate these advancements. We are committed to publicly communicating our performance in terms of sustainable development.

Our next objective for 2026 is to obtain the title of Travelife Partner, followed by Travelife Certification in 2027.

To achieve this, we have appointed a Sustainability Coordinator within the company and created a Green Committee within the agency. In 2024, we defined a corporate purpose (“raison d’être”), developed through several team meetings. This purpose—now included in our company bylaws—provides a strategic direction for the coming years and represents a moral commitment to how we design our trips.

***“To guide our discovery and adventure trips onto the path of sustainability,
so as to help reconnect humankind with its true Nature.”***

Walk Inn is committed to continuously improving its sustainable development practices, including the monitoring and evaluation of its sustainability policy, supported by dedicated human, financial, and material resources.

Walk Inn complies with all local, regional, national, and international regulations related to human resources, human rights, children’s rights, land rights, environmental management, wildlife, and land use. We enforce a strict code of ethics, including a zero-tolerance policy toward corruption, forced labor, discrimination, and the promotion of sexual tourism. This code of conduct is part of our HR policy and is shared with—and accepted by—all our employees.





2. INTERNAL MANAGEMENT: SOCIAL POLICY AND HUMAN RIGHTS

Our human resources policy brings together the most important information that applies to all employees and is communicated to all new hires. Walk Inn is committed to complying with all national legislation. Our employees have written employment contracts. We actively support children's rights, we do not employ any children, and we operate in full compliance with all laws relating to this matter.

Equal opportunities

Walk Inn is committed to providing a safe working environment and eliminating all forms of discrimination: race, ancestry, place of origin, color, ethnic origin, language, citizenship, creed, religion, sex, sexual orientation, age, marital status, and physical and/or mental disability. We are committed to creating a diverse workplace that reflects the diversity of our society.

Working conditions

Our employees may terminate their contract with the notice period defined by the labor laws of the country in which they work (France or Portugal). Our normal working hours for full-time employees are as follows: 9:00 a.m. to 5:00 p.m., with a maximum of 35 hours per week. These working hours apply in both France and Portugal (and are more favorable than Portuguese law). We offer the possibility of remote work and flexible working hours, subject to mutual agreement with the direct supervisor.

Health and safety at work

Walk Inn ensures a safe, healthy, and respectful work environment for employees by implementing measures to prevent accidents and occupational illnesses. A first-aid kit is available in each office in France and Portugal. One employee in Portugal is trained in first aid, and two employees in the French office are certified SST (First Aid at Work).

Personal life and well-being

Walk Inn's management pays close attention to employee well-being and encourages work-life balance by personalizing flexible work policies (remote work, flexible start and end times, etc.) and providing supportive measures for their well-being (such as suitable office equipment).

Training, awareness, and development of sustainability skills

Walk Inn aims to promote the development of sustainability-related skills through dedicated training and opportunities for professional advancement in this field.



3. INTERNAL MANAGEMENT: ENVIRONMENT

Walk Inn is committed to reducing the environmental impacts of its business activities as much as possible, and we actively follow environmentally responsible principles. We have therefore implemented the following measures in our offices in France and Portugal:

- **Measure, monitor, and assess** the use of all goods and products purchased (quantities purchased and discarded, checking product origins, etc.)
- **Purchase office supplies** in reasonable quantities suited to the needs of each brand and choose recycled and environmentally friendly materials whenever possible.
- **Buy local or fair-trade food products**, in bulk or with minimal, sustainably certified packaging whenever possible.
- **Purchase biodegradable cleaning products** (dish soap, office cleaners, toilet cleaners, solid soap, etc.).
- **Commit to reducing paper printing** by printing only when absolutely necessary and, if so, always printing double-sided and in grayscale. The paper used is recycled, FSC-certified (or equivalent), and produced in low-impact facilities (Blue Angel label). We aim to digitize the delivery of travel documents (sending the travel booklet and GPX tracks by email), which would reduce printing in this area by 60%. In parallel, we have implemented measures for accounting invoices, which are now identified/scanned by Artificial Intelligence and no longer printed at all.
- **Ensure all equipment and lighting are energy-efficient**, and turned off, unplugged, or put on standby when not in use.
- **Sort waste into the following categories:** general waste, recyclables, and organic matter, which are then collected and processed by the municipality. We commit to maintaining current waste levels despite the growth of our staff at Walk Inn France. Waste levels at the Walk Inn Portugal office are extremely low, and we commit to maintaining them.

Walk Inn has an environmental management policy and is also striving for Zero Plastic regarding office events and daily office life. We are committed to raising awareness among our staff and involving them in promoting environmentally responsible practices within the workplace.

Energy reduction policy

Walk Inn aims to adopt better management of its carbon footprint within its premises. To do so, the company commits to reducing its carbon footprint in its offices by:

- **Temperature control:** The minimum temperature allowed for air conditioning in summer is 24°C, and the maximum temperature for heating is 23°C. During the night and on weekends, heating remains at 19°C and air conditioning at 27°C, in order to avoid high-power restarts that require a large amount of energy to return to the right temperature.
- **Lighting:** Natural daylight is used as much as possible. The office in France is equipped with LED panels that consume 80% less energy than conventional bulbs. There are also light dimmers to reduce consumption. The last person leaving the room must switch off the lights, and the last person leaving the office checks that everything is properly turned off.
- **Equipment:** When purchasing computers, we try as much as possible to consider the labels and certifications for high-performance devices that meet our needs. Computer screens are turned off as soon as they are no longer in use.
- **Printers and monitors:** Printers and screens switch to deep sleep mode as soon as they are not being used.
- **Coffee machine:** The coffee machine is turned off after each use, and we also have a kettle that measures water temperature to avoid overconsumption.

Water management

Water consumption on our premises is limited to washing dishes at lunchtime and flushing toilets. Consumption is recorded each year using an individual meter. We encourage all employees to adopt a thoughtful and sustainable use of this resource (not leaving taps running, only using water when necessary, etc.). Wastewater is discharged through the city's municipal sewage system.

Waste management policy

Regarding residual materials, we have three sorting streams, including recycling and composting. The waste is then handled by the city.

To reduce paper consumption, accounting has been almost entirely digitized. Paper that has not been printed on both sides is used as scrap paper, and we purchase recycled paper.

We use ceramic dishes for meals and drinks (glasses, plates, coffee cups, and teacups).

80% of our employees bring their lunch from home in their own airtight containers. The remaining 20% can dispose of their recyclable or non-recyclable meal packaging in the bins provided for this purpose.

Our annual waste quantities are monitored and measured internally. Our goal is to remain stable in waste production despite the hiring of new team members.

Mobility

Regarding our office in France, we are located in a rural area, which means there are very few public transportation options. Carpooling is also difficult because employees come from several different regions.

As for mobility in Portugal, we encourage traveling by bicycle or on foot. Public transportation is not well developed.

For both entities: we have implemented remote work to reduce home–work commuting. During the low season, employees work from home 3 days per week, and during the high season 2 days per week, in addition to 10 extra remote-workdays per year.

Business travel

All business trips are tracked and calculated in an Excel spreadsheet on an annual basis. Due to our destinations (Madeira, the Azores, Cape Verde), it is impossible for us to reduce the carbon footprint associated with travel to these locations. These trips are absolutely necessary for team training, maintaining relationships with local suppliers, and setting up our tours.

However, we closely monitor the availability of direct flights (e.g., Marseille–Faro during the summer), which we prioritize over connecting flights. For calculating our carbon footprint, we use the ADEME index, the official reference agency for ecological transition in France.

To offset our carbon emissions related to business travel and daily commuting, we collaborate with our partner Tree Nation, which allows us to participate in reforestation projects in France and abroad. We contribute in proportion to our annual emissions (e.g., 2025: 30 tons of CO₂ offset).



4. GENERAL SUPPLIER POLICY

Walk Inn works with around 2 500 suppliers (transportation, accommodation, activities, guides, restaurants, etc.), most of whom have been partners for many years. This long-standing collaboration allows us to build lasting, trusting relationships that benefit all stakeholders.

We expect all our suppliers to adhere to the following responsible business practices:

- Comply with all local, regional, national, and international regulations
- Respect human rights, including labor rights, children's rights, and women's rights
- Commit to fair employment conditions
- Respect policies against corruption, bribery, extortion, and discrimination
- Protect children from exploitation (including sexual exploitation) through tourism
- Protect the environment and natural resources
- Act in the best interest of local communities

In line with our zero-tolerance policy, Walk Inn will immediately end any relationship with suppliers who violate these practices, particularly in cases involving corruption, discrimination, or human-rights abuses.

Forced labour and child labour

Walk Inn does not enter into any direct or indirect contracts with establishments that use forced labor or employ children to perform work normally carried out by adults.

Walk Inn is committed to sourcing products and services in the most responsible way possible, minimizing negative impacts on society, culture, and nature. We expect the same level of commitment from our suppliers.

Furthermore, Walk Inn is committed to ensuring the quality and sustainability practices of the accommodations, activities, and transportation services for which contractual agreements exist. Therefore, we cannot be held responsible for any additional activities offered by providers that we are not currently aware of.

As mentioned above, Walk Inn reserves the right to terminate any relationship with suppliers involved in suspicious activities or actions that contradict sustainable-development principles.

To advance our CSR approach, we are currently implementing new processes to document and assess our suppliers' sustainability practices.

These processes include:

- Adding sustainability-related contractual clauses to our agreements for 2025–2026
- Formalizing our sustainability framework for our various categories of partners (accommodation, activity, and transport providers),
- Implementing an evaluation system for assessing the sustainable practices of our partners, based on our commitments and informed through different methods:

a. An online questionnaire

b. Integrating sustainability-related discussions during on-site visits

c. Voluntary disclosure by companies through contractual agreements, general communication, or their website

d. Feedback from our clients or from our on-site guides

This evaluation system is based on our various commitments—developed for our transport, accommodation, and activity providers—and incorporates criteria we consider priorities for sustainable tourism. This work will then make it possible to catalogue the different actions implemented by our partners, highlight the most committed among them in our communications, and revise our tourism offerings accordingly.

We maintain ongoing communication with our suppliers and partners and encourage all parties to share their comments with us at any time and on any subject, particularly regarding sustainability.

Accommodation

Choosing the right accommodation is central to designing our trips. We prioritize small, family-run hotels on a human scale that are also committed to eco-responsible practices. Since our core activities are hiking and cycling, these accommodations are generally located in natural—sometimes fragile—and authentic environments: by the sea, in the mountains, in the countryside, on islands, or in small villages.

Activities

Our main activities are hiking and cycling. These are, by nature, low-impact and eco-friendly activities that offer a unique opportunity to reconnect with nature. To ensure that these experiences are enjoyable for everyone, to protect the areas visited, and to respect local communities, it is essential to follow a few guidelines that promote safety, environmental preservation, and respect for both local residents and fellow travelers.

For this reason, we have included recommendations in our travel booklets inspired by the 7 “*Leave No Trace*” principles. This philosophy—widely embraced in the United States and Canada—focuses on respecting nature, local communities, and fellow hikers so as not to impact what we consider our most beautiful playground: Nature.

For all other activities included in our packages, Walk Inn favors excursions and experiences that benefit local communities, respect animal welfare, and support environmental protection. We do not offer excursions or attractions involving wild animals kept in captivity. Activities that include interactions with wildlife comply with relevant codes of conduct and are supervised by qualified professionals.

Transport

Walk Inn does not handle the purchase of transport to the destination. On site, we work with local taxi drivers and transfer companies. Whenever possible (for example, on our trips in France), we prioritize and encourage our transport partners to adopt fleets with lower fossil-fuel consumption, or we guide our clients toward public transportation options.

Guides

Guides play a very special role: they are our ambassadors on the ground and the reference point for travelers in terms of exemplary behavior. Training guides on the principles of responsible tourism is essential. By sharing their knowledge and passion for their environment, and by offering participants meaningful experiences, guides help create unforgettable memories. These memories are crucial for fostering awareness and encouraging long-term adoption of more responsible lifestyles.

Every year, information meetings are held to review the past season and prepare for the next. Regular training sessions are offered on various topics: first aid, local knowledge and interpretation, group management, and more.



5. DESTINATIONS

Walk Inn is an inbound travel agency that designs trips in France, mainland Portugal, and the islands of Madeira, the Azores, Cape Verde, and São Tomé. Some of these destinations, once relatively undiscovered, have now become very popular among mainstream tourists. As specialists in walking and cycling holidays, we strive whenever possible to promote lesser-known routes away from heavily frequented paths. When a well-known route is unavoidable, we propose it in the opposite direction or at times when there is less visitor traffic.

Walk Inn is committed to making a positive contribution to the destinations in which we operate—socially, economically, and environmentally—by:

- Sourcing locally and responsibly whenever possible
- Encouraging clients to shop responsibly and educating them about illegal or prohibited souvenirs. Walk Inn and its direct service providers do not promote souvenirs containing endangered wildlife species listed under the CITES treaty or the IUCN Red List, nor historical or archaeological artifacts
- Respecting and upholding all human rights (e.g., children's rights, women's rights, labor rights) as well as land rights
- Ensuring that natural resources remain intact
- Raising client awareness of responsible travel principles and responsible visitor behavior



6. CONSUMER PROTECTION AND COMMUNICATION

Privacy protection

Protecting our clients' personal data is a priority. Walk Inn pays close attention to compliance with all regulations relating to the protection of personal data, particularly the provisions of the amended French Data Protection Act of 6 January 1978 ("Informatique et Libertés"), the General Data Protection Regulation 2016/679 ("GDPR"), as well as the recommendations issued by the CNIL (hereinafter the "Applicable Legislation").

Marketing and communication

Our company ensures that no marketing or advertising material, statement, or publication contains misleading information, excessive promotion, or offers that do not reflect the actual level of services provided. We guarantee that all our staff fully understand what is being offered and ensure that everything promoted can be delivered smoothly to our clients.

Sustainability communication

We are committed to continuously improving the way we communicate with our clients about Sustainable Tourism, particularly on the following points:

- Accommodations or any type of provider that is certified and/or highlights more responsible practices
- Calculation and compensation of CO₂ emissions from their trip: Walk Inn is a partner of Tree Nation for emission offsetting
- When applicable, different transportation options for reaching the start of the tour are presented along with their carbon footprint (plane, train, bus). Since we are not responsible for the purchase of international transport, this refers solely to information on reaching the trip's starting point within the destination itself
- Activities and excursions that benefit local communities and environmental protection
- Responsible shopping and the avoidance of illegal souvenirs

Customer experience

Walk Inn is committed to ensuring that all customer experiences are positive and apply strict procedures regarding health and safety, marketing, and excursions to ensure customer satisfaction. We encourage our clients to share their feedback at any time and on any subject, especially sustainability.

Throughout their trip, our clients have access to an emergency number — a phone line that our staff commit to answering — to provide support and respond to urgent requests.

Contact

All staff members are responsible for promoting and implementing this sustainability policy within their department. The implementation of this policy is overseen by Management and the Green Committee, who can be contacted at the following address:

628 Avenue de Rheinbach
30400 Villeneuve lez Avignon
France

Tel : +33 - (0)4 86 65 00 20

Effective date

This policy came into effect on January 1st, 2025.

Revision history

- Revised in February 2026
- Next revision scheduled for February 2027