

## **JTB Group Sustainability Policy**

### **(1) Sustainability Approach and Compliance**

- In order to fulfill our responsibility as a global corporate citizen, we strive to adhere to high standards of integrity and transparency, abide by the laws in effect in every country/region in which we conduct business, and comply with internal policies and procedures.
- We strive to guide our action by the JTB Group Code of Conduct and to be respectful of local customs and ethical norms.
- In pursuit of our Group Mission (*'We strive to foster peace and global interconnectedness through the creation of opportunities for meaningful human interaction'*), we support global initiatives and honor the perspectives and values of our international stakeholder base.
- In alignment with The JTB Way and the JTB Group Sustainability Policy, we place sustainability at the core of our business and pursue sustainability initiatives through collaboration and dialogue with stakeholders.

### **(2) Communicating Effectively to Promote Sustainability**

- We strive to promote sustainability in every aspect of our customer communications and solutions delivery.
- We are committed to furnishing our customers with accurate information regarding the environmental impact of our products and services and to raising awareness about local sustainability challenges and initiatives.
- We strive to highlight the importance of sustainability to our customers and work collaboratively with local stakeholders to create sustainable Win-Win solutions.
- We seek to provide our customers with reliable safety and health information, avoid and prevent service delivery risks, and respond effectively in the event of contingencies.
- We regularly conduct customer satisfaction surveys, respond effectively to customer complaints, and use customer feedback to enhance service delivery.

### **(3) Conserving Natural Resources and Biodiversity**

- We work to ensure that the Earth's precious resources are available for future generations by reducing our consumption of natural resources, combating climate change, protecting the environment, and preserving biodiversity.
- We are reducing the amount of water and energy we consume in our business and

transitioning to eco-friendly energy sources.

- In running our business, we do everything possible to mitigate climate change, reduce our reliance on paper, plastics and other disposable goods, and implement sustainable procurement practices.
- Through recycling and business process reengineering, we are reducing emissions/waste and eliminating toxic chemicals from the workplace.
- We dispose of emissions/waste in accordance with national and local requirements.
- As part of our efforts to preserve biodiversity, we are committed to animal welfare and refuse to engage in the illegal trade of fauna/flora or any activity that adversely impacts internationally, nationally or locally protected species.

#### **(4) Promoting Community Sustainability**

- We support community sustainability in every way possible.
- We work together with customers and business partners to support community development initiatives that are respectful of local customs, values and livelihoods.
- We help to cultivate a more inclusive society by embracing DEIB, furnishing reasonable accommodations, and empowering all people to realize their fullest potential regardless of age, gender, sexual orientation, gender identity, nationality, creed, disability, etc.
- We embrace '*Buy Local*' and strive to honor and perpetuate the cultural heritage (tangible and intangible) of every country and region in which we conduct business.
- We contribute to the creation of vibrant, sustainable communities by delivering effective destination management and human resource development solutions.

#### **(5) Sustainable Service Delivery through Supply Chain Partnering**

- We view our business partners as key allies in our sustainability journey and seek to cultivate robust sustainability partnerships.
- We seek to deliver convenience, comfort, enjoyment and value to our customers while remaining mindful of the impact of our business on local livelihoods, culture, biodiversity and the environment and working closely with our partners to promote sustainable business practices.
- As part of our efforts to promote sustainability awareness and a more sustainable supply chain, we actively share our Sustainability Policy with our business partners.
- We are eager to work with sustainability-minded business partners and actively recommend their products and services to our customers.

## **(6) Cultivating a Welcoming and Sustainable Work Environment**

- We respect the rights of our stakeholders, maintain a zero tolerance policy for forced labor and child labor, and strive to cultivate a welcoming, inclusive, safe and healthy environment for our employees as well as those of our business partners.
- We are committed to eliminating commercial, sexual and all other forms of exploitation and harassment from our supply chain and are particularly mindful of the rights of women, children and minorities.
- We value diversity, strive to treat all individuals fairly and equitably, and embrace the use of digital technology to promote the wellbeing and quality of life of every one of our colleagues.
- We are always prepared to listen to the concerns and expectations of our colleagues, respond fairly to complaints from inside and outside our organization, and use feedback to improve our work environment.
- We provide our business partners with opportunities to participate in sustainability training and encourage them to adopt a proactive approach to sustainability.