



## Imprint of Integrity

SUSTAINABILITY IN EVERY DECISION



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**CHAIRMAN**  
*Dato' Loy Teik Ngan*

# Meaningful Journeys, Lasting Impact.

*"As we navigate the currents of progress, let our commitment to sustainability chart a course towards a future where conscience and prosperity sail as one."*

In a world that is evolving rapidly, responsibility must guide progress. As a travel organisation, we recognise that our work connects people, places and communities — and with that connection comes accountability. At Holiday Tours, we remain guided by a simple principle: doing well by doing good.

Sustainability is no longer a separate initiative; it is embedded in how we operate and grow. Beyond financial performance, we focus on ethical leadership, responsible resource management and meaningful stakeholder engagement. People remain at the heart of our journey — our employees, partners and the travellers we serve. We are equally committed to strong governance, transparency and integrity in every decision we make.

We believe that meaningful impact begins with consistent action. Through digital innovation, disciplined oversight and environmental awareness, we continue to strengthen the foundations of responsible tourism. Together, we share a responsibility to ensure there will always be a world to explore.



**EXECUTIVE VICE PRESIDENT**  
*Khor Chew Hong*



**EXECUTIVE VICE PRESIDENT**  
*Amy Lee Chong Ying*

# Strengthening Foundations for the Future

As leaders of Holiday Tours, we reflect on our continued progress towards sustainability. Over the past years, we have strengthened our commitment through digitalisation and innovation — streamlining operations, enhancing customer experience and reducing our environmental footprint.

By fostering collaboration and shared responsibility, we empower our teams to integrate sustainability into everyday decisions. At the same time, strengthened governance and risk management practices reinforce the safety, resilience and integrity of our operations.

We remain steadfast in our commitment to responsible tourism. Sustainability is not a short-term initiative, but a long-term responsibility — one that ensures future generations will continue to explore and experience the world with care.



The Senior Leadership Team (SLT), led by the Executive Chairman, provides overall strategic direction and oversight of the company's economic, environmental and social performance. The SLT is responsible for setting corporate policies, prioritising investments, managing sustainability risks and addressing stakeholder matters.

Operational accountability is clearly defined within the team. The Executive Vice President (EVP), Consumer Travel, Operations, Partnerships & Marketing drives customer experience and operational excellence. The EVP, Finance, Corporate Sales, MICE, People & Culture is responsible for financial stewardship, governance and compliance, enterprise risk management, and the strategic leadership of corporate growth and people initiatives.

Together, the SLT ensures strong alignment between governance oversight and day-to-day execution, reinforcing sustainable and responsible business performance.

# About Holiday Tours

*With five decades of experience, Holiday Tours & Travel (HTT) has established itself as a trusted name in Malaysia's travel industry. Our presence across key locations in Peninsular Malaysia reflects our commitment to serving clients nationwide with consistency and care.*



## TRAVEL SERVICES

1. Flights
2. Accommodation
3. After-Hours Support
4. Account Management
5. Traveller Security
6. Meet & Greet
7. Passport / Visa
8. Ticket Tracking
9. Consulting
10. Meeting & Incentives

## OUR SERVICES

We provide end-to-end travel management solutions, including air ticketing, hotel reservations, corporate travel, after-hours support, visa services, traveller security and Meetings & Incentives (MICE). Our focus remains on delivering seamless, personalised experiences for both corporate and leisure clients.

## WHO WE ARE

For five decades, we have been committed to inspiring meaningful journeys while delivering value through quality service and operational excellence.

In 2024, Holiday Tours recorded a revenue of RM486 million, reflecting steady growth from RM452 million in 2023. As the travel landscape evolves, we continue to adapt — enhancing efficiency, customer experience and responsible practices.

## OUR SUSTAINABILITY COMMITMENT

Our sustainability approach is guided by three pillars:

- Environmental stewardship
- Social responsibility
- Strong governance.

Since 2023, we have accelerated efforts to integrate digitalisation, improve resource efficiency and strengthen workplace inclusivity all while promoting responsible travel that respects communities and the environments we explore.

# Sustainability Framework



## OUR VISION

To become Southeast Asia's leading experiential travel brand, committed to sustainable growth.

## OUR MISSION

To inspire life through meaningful, responsible travel experiences that care for people and the planet.

## OUR GOALS

We strive to deliver high-value, personalised travel solutions while minimising environmental impact and upholding responsible tourism principles. Our growth is guided not only by performance, but also by integrity and long-term resilience.

## CORE VALUES

### **WOW** Go Beyond Expectations

We deliver exceptional service with purpose, creating meaningful experiences while remaining mindful of our environmental and social impacts.

### **CHANGE** Embrace Innovation

We continuously improve how we operate, leveraging digital tools and new ideas to enhance efficiency and reduce resource use.

### **RELIABLE** Act with Integrity

We build trust through transparency, accountability and ethical conduct in every decision we make.

### **GROW** Invest in People

We nurture talent, encourage learning and empower our teams to contribute to sustainable progress.

### **HUMBLE** Respect All Stakeholders

We treat everyone with respect and collaborate thoughtfully with partners, communities and clients.

# Sustainability Reporting



## SCOPE AND BOUNDARIES

This Sustainability Report 2024 presents Holiday Tours & Travel Sdn Bhd's (HTT) environmental, social and governance (ESG) performance for the period from 1 January to 31 December 2024. The report covers our core operations in Malaysia, including offices in Kuala Lumpur, Penang, Kuantan and Johor Bahru. Disclosures reflect activities under our operational control unless otherwise stated. This report outlines our non-financial performance, key risks, stakeholder considerations and governance oversight relevant to our business.



## REPORTING FRAMEWORK

This report has been prepared in reference to the GRI Standards 2021, applying GRI 1: Foundation 2021. The report presents our governance structure, material topics, management approach and selected performance indicators across environmental, social and governance areas. Our objective is to provide transparent, balanced and decision-useful information to stakeholders. This report has not been externally assured. This Sustainability Report 2024 has been reviewed and approved by the Senior Leadership Team prior to publication. Future reporting cycles will strengthen data coverage and stakeholder engagement to enhance transparency and comparability.



## STAKEHOLDER ENGAGEMENT

HTT regularly engages with employees, shareholders, clients, suppliers and community partners to identify and address key sustainability priorities. Engagement is conducted through structured discussions and feedback channels to ensure alignment between business objectives and stakeholder expectations.



## SUSTAINABILITY GOVERNANCE

Sustainability oversight is embedded within our governance structure. Executive Leadership provides strategic direction and accountability for ESG performance, supported by a Sustainability Team and cross-functional departments responsible for data integrity and implementation.



## FORWARD-LOOKING STATEMENTS

This report may contain forward-looking statements based on current plans and expectations regarding ESG initiatives. Actual outcomes may differ due to operational, regulatory or market developments. HTT assumes no obligation to update such statements unless required by law.

***For further information regarding this report, please contact: Soo Han Sun | Omar Mazlan  
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# Materiality

## **MATERIAL ASSESSMENT**

HTT conducts its materiality assessment through a structured process of identifying, evaluating and prioritising sustainability topics relevant to our business and stakeholders. Potential topics are identified through internal reviews, stakeholder input, industry benchmarking and consideration of regulatory requirements. Each topic is assessed based on its impact on the business, the environment and society, ensuring alignment between organisational priorities and stakeholder expectations.

Stakeholder perspectives, including employees, management and selected business partners — are considered through structured discussions and feedback channels to ensure alignment between organisational priorities and stakeholder expectations.



## Material Topics Identified



### Environmental Sustainability

- Digitalisation and Innovation Practices
- Resource Management
- Climate Change Adaptation
- Emission Management
- Responsible Sourcing of Services and Products



### Governance and Business Ethics

- Customer Relationship Management
- Data Privacy and Cybersecurity
- Transparency and Communication
- Management Independence
- Code of Conduct and Compliance



### Social Responsibilities

- Employee Welfare
- Diversity and Inclusion
- Talent Development
- Community Engagement

## KEY INSIGHTS FROM THE MATERIALITY ASSESSMENT



HTT's stakeholders, both internal and external, highlighted the importance of transparency, employee well-being, innovation, and climate resilience as key priorities. There is also growing recognition that digital solutions enhance operational efficiency and support environmental sustainability, particularly through reduced paper usage. In addition, stakeholders emphasised the need for strong business continuity planning to ensure resilience and preparedness in responding to emergencies and unforeseen disruptions.

# Key Priorities

*Insights from the materiality assessment have helped HTT identify three key sustainability priorities that align with stakeholder expectations and support our long-term goals. These priorities will guide our strategic direction and sustainability efforts:*



## Digitalisation and Innovation

Leveraging technology to enhance operational efficiency, reduce environmental impact, and foster service excellence.



## Stakeholder Management

Building trust through transparent communication, diversity, employee welfare, and community engagement.



## Emergency and Disaster Response

Strengthening organisational resilience to safeguard operations, data, and stakeholder trust during crises.

# Environmental



## DIGITALISATION AND INNOVATION

HTT continues to strengthen its sustainability efforts through digitalisation across our operations. By reducing paper-based processes and integrating cloud-based collaboration tools, e-signatures and digital onboarding, we enhance operational efficiency while lowering our environmental footprint. These initiatives improve operational agility, and reinforce a more seamless experience for employees and customers.

### Day-to-day operations

We utilise TalentCloud to streamline internal record-keeping, reporting, training and onboarding processes. Microsoft Teams and SharePoint support virtual collaboration and efficient document sharing across the organisation.

### Supply Chain

We leverage data analytics and digital tools to optimise resource utilisation across our supply chain, supporting operational efficiency while reducing environmental impact

### Marketing

Digital platforms remain central to our marketing approach. Initiatives such as our proprietary queue system and online travel talks during MATTA Fair, alongside social media and digital campaigns, reduce reliance on physical materials and lower carbon-intensive activities.

### Website and CRM

Our online enquiry form, online booking platforms, e-receipts and digital CRM systems enhance customer experience while minimising paper and in-person visits. These systems support personalised engagement, operational efficiency and more sustainable client interactions.



## RESOURCE MANAGEMENT

### Water

HTT's operations are office-based and rely on municipal water supply for sanitation and pantry use. In 2024, total water consumption was 2,168.71 m<sup>3</sup>, a decrease from 2,482 m<sup>3</sup> in 2023. All wastewater is discharged through municipal sewage systems in compliance with local regulations. Water consumption is monitored internally and supported by employee awareness initiatives and basic conservation practices.

### Energy

Electricity is the primary utility used to support daily operations such as lighting, air-conditioning, and digital systems. In 2024, total electricity consumption recorded was 283,026.32 kWh (2023: 275,577.29 kWh).

Energy efficiency is supported through LED lighting adoption, air-conditioning optimisation and responsible equipment usage. We continue to assess opportunities to strengthen energy management and explore feasible low-carbon options.

### Waste management

HTT generates relatively low levels of waste. Reduction efforts focus on preventive measures, including digital workflows to minimise paper use, recycling facilities across offices, and responsible disposal of IT equipment.

While the total waste volume has not yet been formally measured, we recognise the importance of improved tracking and plan to strengthen waste monitoring in future reporting periods. Employee awareness initiatives continue to encourage responsible consumption and the reduction of single-use materials.

### Emissions management

HTT does not generate Scope 1 emissions. Our emissions profile focuses on:

Scope 2: Electricity consumption

Scope 3: Business-related air travel

Electricity usage is monitored through internal and building management records, while air travel emissions are tracked based on available travel data.

We remain committed to improving the accuracy and transparency of emissions reporting over time, progressively aligning with recognised standards, including the GHG Protocol in support of Malaysia's net-zero aspirations.



# Social

## STAKEHOLDER MANAGEMENT

At HTT, our people and communities are central to our sustainability journey. We are committed to fostering a safe, inclusive workplace while contributing positively to the communities where we operate.

## DIVERSITY AND EQUALITY

HTT is committed to maintaining an inclusive and equitable workplace. Employment decisions including recruitment, remuneration and advancement are based solely on merit and performance.

Our Code of Ethics and Conduct and Human Resource (HR) policies prohibit discrimination on any protected grounds and reinforce equal opportunity across all levels of employment.

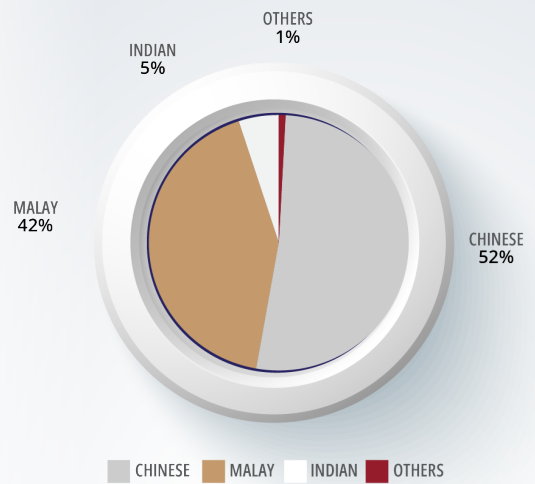
No confirmed cases of discrimination were recorded during the reporting period. We continue to monitor workforce representation and promote inclusive practices through professional conduct and ethics awareness initiatives.

**Our Employees Comprise 100% Local Talents:**

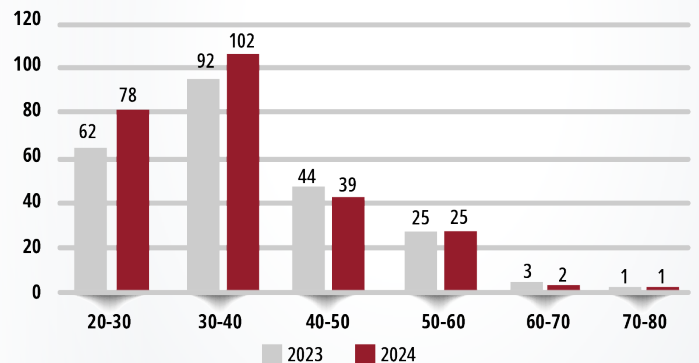
### Employee Diversity (Ethnicity)

	Female	Male	Grand Total
2023	159	68	227
2024	178	69	247
Grand Total	337	137	474

### Employee Diversity (Gender)



### Employee Diversity (Age Group)





## WORKER UNDER OPERATIONAL CONTROL

HTT ensures that individuals working under our operational control whether directly employed or engaged through third-party arrangements are treated fairly and in compliance with applicable labour and occupational safety regulations.

Vendors are expected to adhere to relevant employment laws and our Code of Ethics and Conduct. Oversight is coordinated through HR and administrative functions to maintain responsible working conditions.

This disclosure covers individuals performing work under the company’s operational control but not directly employed by the HTT. These include contract, outsourced, and agency workers supporting our daily business operations in Malaysia.

## HUMAN RIGHTS AND RESPONSIBLE EMPLOYMENT

HTT is committed to upholding fundamental human rights across our operations and business relationships. We strictly prohibit child labour, forced labour, bonded labour, and any form of human trafficking. All employees are legally verified and formally employed in accordance with Malaysian labour regulations.

These expectations are reinforced through our internal policies and Code of Ethics and Conduct, which guide employee conduct and ethical business practices across the organisation and with relevant business partners.

During the reporting period, no incidents of child labour or forced labour were identified. HTT remains committed to continuously monitoring and strengthening its practices to ensure responsible and ethical business conduct.

<b>TOTAL NO. OF EMPLOYEES AS OF 31 DECEMBER 2024</b>			
Employment Type	Male	Female	Total
Permanent (Full Time)	69	176	245
Permanent (Part Time)	0	0	0
Temporary/ Contract	0	2	2
<b>Total</b>	<b>69</b>	<b>178</b>	<b>247</b>

<b>TOTAL NO. OF NON-DIRECT EMPLOYEES UNDER THE COMPANY'S OPERATIONAL CONTROL</b>			
Employment Type	Male	Female	Total
Outsourced/ Agency	3	3	Cleaning, security, and facility maintenance personnel supervised by the company
Independent Contractors	0	0	IT Support, air- conditioning servicing and event logistics
Vendor Personnel (On-site Long- Term)	0	3	Cafeteria, courier, and office support services
<b>Total</b>	<b>11</b>	<b>3</b>	

## **GRIEVANCE MECHANISM**

Employees may raise workplace or conduct-related concerns directly with the HR Department through established internal communication channels. All matters are reviewed confidentially and addressed in accordance with company policy, with zero tolerance for retaliation.



## **EMPLOYEE WELL-BEING**

HTT supports employee well-being through fair employment practices, flexible working arrangements where operationally appropriate, and benefits that extend beyond statutory requirements.

Confirmed employees are eligible for the Travee Flexi-Benefits Programme, which provides a personalised allowance that can be used for wellness and lifestyle needs such as medical expenses (including dependants), dental and optical care, fitness memberships, health screenings, psychotherapy or coaching sessions, travel-related expenses, and pet medical care. Full access to the programme begins upon employee confirmation.

HTT also provides statutory contributions (EPF, SOCSO, EIS), insurance coverage (GHS, GPA, GTL) for applicable job grades, and operational allowances such as mobile, parking, shift, and event-related compensation. Work performed outside regular hours is compensated through replacement leave or applicable allowances, supporting fairness and work-life balance.

The company complies with Malaysian labour regulations on parental leave, including maternity, paternity, and compassionate leaves. Additional leave may be granted subject to management approval. During the reporting period, all employees who took parental leave returned to work and remained employed, reflecting HTT's supportive workplace culture.

## **OCCUPATIONAL HEALTH AND SAFETY**

HTT is committed to maintaining a safe and healthy workplace appropriate to our office-based operations. Workplace safety is managed through internal policies, supervisory oversight and employee awareness initiatives.

Employees have access to medical support and are encouraged to report workplace hazards or concerns through established internal channels. No major work-related injuries or fatalities were recorded during the reporting period.

## **FREEDOM OF ASSOCIATION AND ORGANISATIONAL TRANSPARENCY**

HTT respects employees' rights to freedom of association and collective bargaining in accordance with Malaysian labour legislation. Employees are free to form or join representative bodies as permitted by law. No incidents of restriction or violation of these rights were identified during the reporting period.

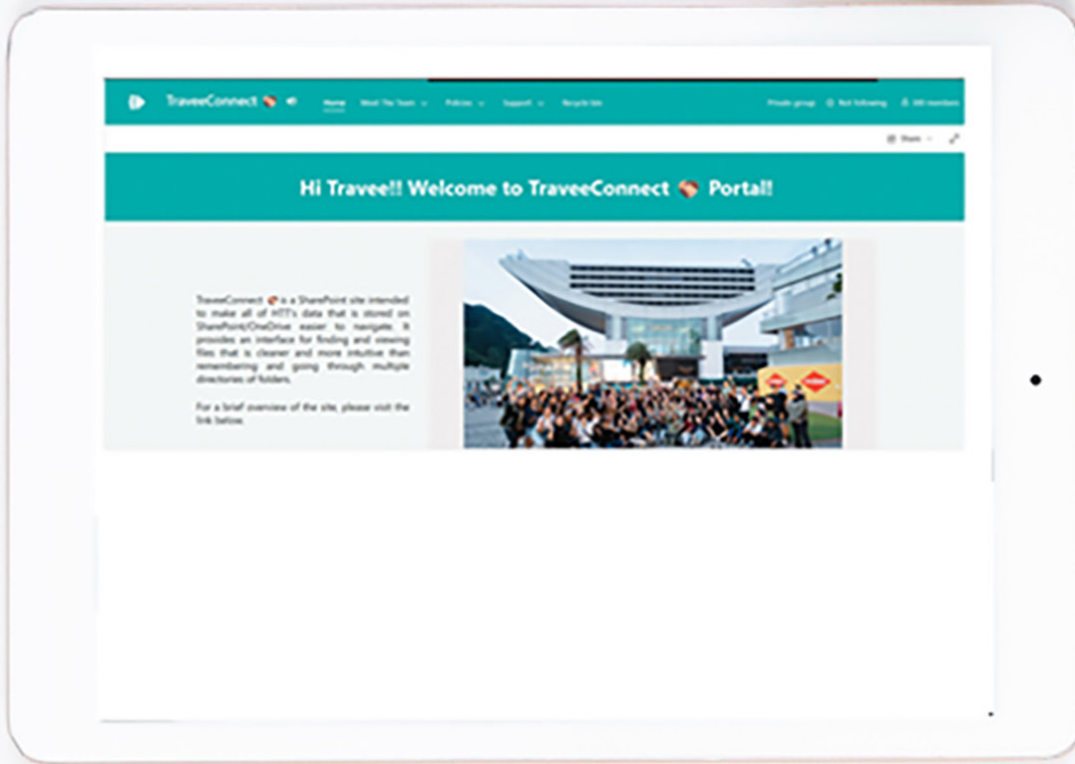
Employees may raise labour-related concerns through established internal reporting channels, which are managed confidentially and without retaliation.

HTT maintains transparent internal communication regarding organisational developments. Operational updates and role-related changes are communicated through appropriate internal channels to ensure clarity and continuity.

## **MEMBERSHIP ASSOCIATION**

HTT is an active member of the Malaysian Association of Tour and Travel Agents (MATTA), which promotes sustainability and responsible tourism across Malaysia. In 2024, MATTA strengthened its ESG agenda through the MESTI Framework, supporting members with tools and guidance to integrate sustainable practices into daily operations. As MATTA aligns with Global Sustainable Tourism Council (GSTC) standards, HTT benefits from globally recognised sustainability principles. By participating in MATTA initiatives and complying with the Ministry of Tourism, Arts and Culture (MOTAC) licensing requirements, HTT aligns its practices with recognised industry and regulatory standards.





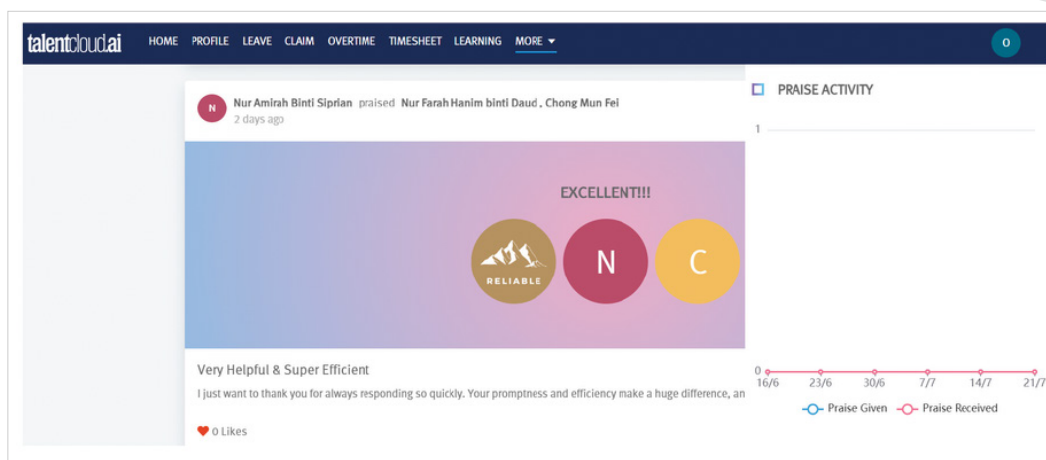
## EMPLOYEE ENGAGEMENT

HTT engages employees as key internal stakeholders through regular communication platforms such as town halls, internal discussions, and feedback sessions, which promote open dialogue, collaboration, and shared responsibility across the organisation. Recognition and incentive programmes further reinforce positive behaviours and HTT's core values.

In addition, team-based activities and employee-led initiatives are supported to strengthen collaboration, well-being, and employee participation in sustainability-related actions.

To enhance internal communication, the TraveeConnect Portal, managed by the People & Culture Department, serves as a centralised digital platform where employees can access company policies, updates, and organisational resources, supporting transparent communication and stronger employee engagement.

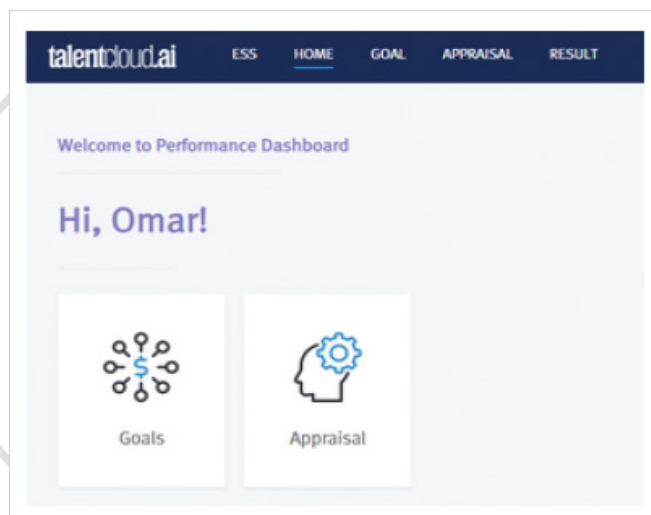
## TALENTCLOUD - PERFORMANCE MANAGEMENT



### Talentcloud - Recognition (Praise)

HTT fosters a positive, values-driven workplace through structured employee recognition initiatives within the TalentCloud platform. Employees are encouraged to recognise peers who exemplify our core values — WOW, Change, Reliable, Grow and Humble — reinforcing a culture of appreciation and shared responsibility.

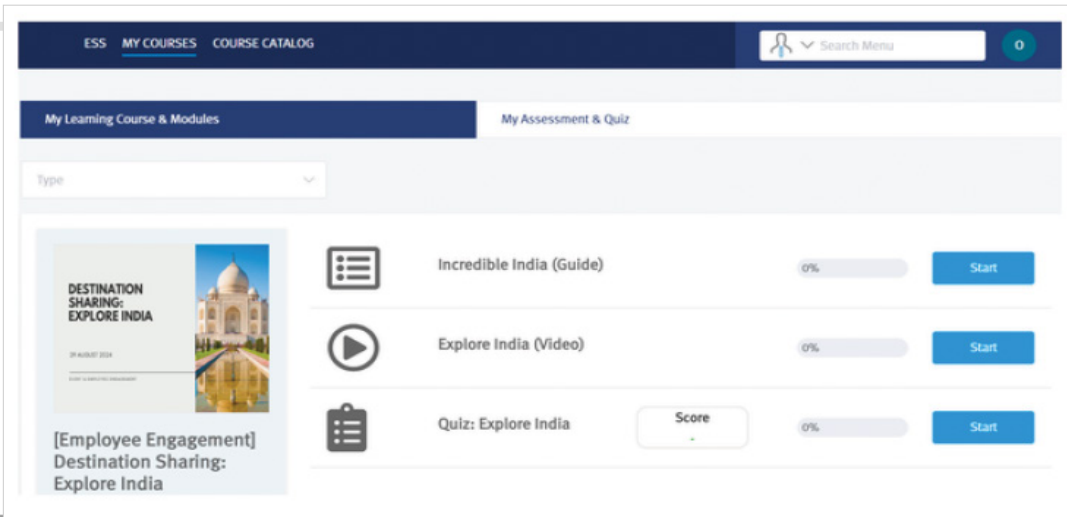
This approach strengthens collaboration, supports employee engagement and promotes alignment with our organisational values.



### Talentcloud - Performance Management

HTT utilises TalentCloud to support structured performance management and employee development. The platform facilitates performance appraisals, confirmation reviews and goal-setting processes to ensure alignment between individual contributions and organisational objectives.

Regular feedback discussions support professional growth, performance accountability and career progression across the organisation.



## TRAINING AND UPSKILLING

HTT is committed to developing a skilled and future-ready workforce through structured learning initiatives and continuous performance development. Training is delivered through the TalentCloud e-Learning platform, which offers 14 training modules covering onboarding, sales processes, travel operations, digital tools, and technical competencies.

System-focused training includes platforms such as Sabre, Freshsales, Zendesk, Deltapath, and the Online Booking System, while product knowledge modules cover Hotel partners, Club Med, Cruise, Amadeus, TTC Experience, Virtuoso, and key destinations, equipping employees to deliver informed, high-quality travel solutions.

HTT also supports leadership development programmes to prepare emerging and existing leaders with the skills needed for effective decision-making, team management, and responsible leadership. Regular performance and career development reviews are conducted for eligible employees to support progression planning and targeted training opportunities.

Training is delivered through a mix of e-learning, in-person sessions, coaching engagements, and government-supported programmes, ensuring accessible and continuous learning across the organisation.

In 2024, the average training hours per employee increased to 15 hours (2023: 14 hours), reflecting HTT's ongoing investment in employee capability and professional growth.



	<b>JUNE</b> <ol style="list-style-type: none"> <li>1. Freshsales Training - 3 Sessions</li> <li>2. TTC Tour Brands (Trafalgar) Training</li> <li>3. HTT Concierge Training</li> <li>4. Sabre NDC (New Distribution Channel) Training</li> <li>5. Amadeus NDC Training - 9 Topics</li> <li>6. Deltapath Training - 3 Sessions</li> </ol>
<b>MARCH</b> <ol style="list-style-type: none"> <li>1. MATTA Fair Ready! - 6 Topics</li> <li>2. Sales Process Training</li> <li>3. Sessions</li> <li>4. HTT Concierge Training - 5 Topics</li> </ol>	
<b>APRIL</b> <ol style="list-style-type: none"> <li>1. Amadeus AMOS Training - 4 Topics</li> <li>2. Destination New South Wales</li> <li>3. Celebrity Cruise</li> </ol>	<b>JULY</b> <ol style="list-style-type: none"> <li>1. Consumer Travel 101 - 16 Topics</li> </ol>
	<b>AUGUST</b> <ol style="list-style-type: none"> <li>1. TROKA Ready! - 24 Topics</li> <li>2. Powersuite Training</li> </ol>
<b>MAY</b> <ol style="list-style-type: none"> <li>1. IU Travel Fair</li> </ol>	<b>SEPTEMBER</b> <ol style="list-style-type: none"> <li>1. Advanced Sabre Training - 3 Sessions</li> </ol>



## COMMUNITY ENGAGEMENT

HTT's operations are primarily office-based and do not involve activities such as construction, land use, or resource extraction that directly affect local communities. Therefore, no formal community impact assessments have been conducted.

Nevertheless, HTT remains committed to contributing positively to the communities in which it operates. In 2024, HTT organised the Hari Raya "Sharing is Caring" Donation Drive, through which employees contributed essential food items, household supplies, toiletries, medications, and school materials to Rumah K.I.D.S, a charity supporting abused, orphaned, and abandoned children in Subang Jaya and Klang. The initiative was employee-led and coordinated across offices, reflecting HTT's commitment to social responsibility and community support.



## EMERGENCY AND DISASTER RESPONSES

Effective governance ensures clear decision-making, accountability and risk management during crises, enabling HTT to minimise disruption and protect stakeholders.

### Business Continuity Plan

HTT's Business Continuity Plan (BCP) is designed to manage emergencies and disruptions while prioritising safety, sustainability, and operational resilience. It ensures the protection of employees, clients, and communities during crises such as natural disasters, pandemics, IT failures, and other disruptions. The plan includes proactive safety protocols, health support measures, and coordination with relevant authorities to support effective response and recovery.

The BCP outlines eight potential disruption scenarios, including fire incidents, epidemics, IT failures, and sudden surges in demand. Its objective is to minimise operational impact and enable the timely recovery of business operations and infrastructure. Annual emergency preparedness drills and regular IT system testing are conducted to strengthen organisational readiness. Through this structured approach, HTT demonstrates its commitment to safety, resilience, and responsible business continuity management.



# Governance

### CODE OF ETHICS AND CONDUCT

HTT's Code of Ethics and Conduct establishes the standards of integrity, accountability and lawful conduct expected across the organisation. The Code reinforces a zero-tolerance approach to bribery and corruption, ethical and fair competition, regulatory compliance and responsible business practices. It also addresses the protection of confidential information, proper use of company assets and the safeguarding of data integrity. Employees are required to uphold these principles in all business dealings and may raise concerns through established internal reporting channels, which are managed confidentially and without retaliation. Through this framework, HTT strengthens governance discipline, stakeholder trust and long-term business resilience.

## OUR CODE OF ETHICS AND CONDUCT:

### 1 Anti-Corruption and Anti-Bribery

- The MACC Act 2009 combats corruption in Malaysia.
- HTT prohibits bribery and corruption and adheres to the MACC Act.
- Employees must report violations to their manager or the People & Culture Department.



### 2 Build Trust and Credibility

- HTT prioritises trust and credibility.
- Employees should uphold commitments and display honesty.
- Integrity is crucial to safeguarding the company's goodwill.
- Honourable conduct contributes to Holiday Tours' success.

### 3 Anti-Competition and Fair Dealing

- HTT advocates for fair and honest competition.
- Unethical practices like theft of proprietary information are prohibited.
- Employees must treat clients, suppliers, competitors, and colleagues with respect and fairness.
- In 2024, no legal actions or investigations were taken against HTT.



### 4 Data Integrity and Corporate Information

- HTT is committed to protecting data confidentiality and integrity.
- Access to data is granted based on necessity.
- Employees must adhere to the company's Security Programme.



### 5 Health and Safety

- Employees must prioritise a safe and healthy workplace.
- Reporting accidents, injuries, and unsafe conditions is essential.
- Violence, threatening behaviours, and substance abuse are strictly prohibited.



### 6 Protection and Proper Use of Assets

- Employees must protect company assets and use them efficiently.
- Prohibited actions include theft, carelessness, and waste.
- Intellectual property created during employment belongs exclusively to HTT.

### 7 Record Keeping

- Accurate recording and reporting are vital for good decisions.
- Employees must follow Holiday Tours' record-keeping policies.
- Documents should be saved in the department/company's SharePoint or OneDrive.
- For uncertainty or legal issues, consult the People & Culture Department.

### 8 Compliance

- Address ethics systematically.
- Seek guidance from superiors.
- Follow the chain of command.
- Report violations openly.
- No retaliation for reporting.



### 9 Reporting of Any Illegal or Unethical Behaviour

- Employees are encouraged to report illegal or unethical behaviors to the People & Culture department.
- Investigations into misconduct will be conducted in good faith.

### 10 Respect for the Individual and Environment

- HTT fosters respect and dignity for all employees.
- Employees are encouraged to reach their potential.
- HTT recognises and reduces environmental impact.
- Environmental considerations are integrated into business decisions.



**HOLIDAY TOURS**   
THE WORLD, YOUR WAY



**APPENDICES**  
SUSTAINABILITY PERFORMANCE  
GRI CONTENT INDEX

# Sustainability Performance

Focus Area	Our Commitment	Target
<b>STAKEHOLDER-PEOPLE</b>		
EMPLOYEE CULTURE	Foster a high-performance culture that develops talent to excel in our organisation.	Increase the percentage of employees who have completed an annual career conversation to 100% by 2030.
EMPLOYEE ENGAGEMENT	Build an engaged workforce that is creative, innovative and proactive to provide the best customer service the organisation can offer.	Continuously meet or exceed the past year's average NPS score annually.
DIVERSITY AND EQUALITY	Continue growing diversity and equality (DE) initiatives to help us equip employees, managers and leaders to live our DE principles daily.	Grow our recruitment by attracting more diverse candidates for open positions in line with our workforce representation data.
HUMAN TRAFFICKING	Establish policies and programmes that specifically outline how we conduct business in a safe, environmentally sound manner in accordance with relevant legislation and regulations.	Increase the percentage of employees who have completed the annual human trafficking awareness training to 100% by 2030.
<b>ENVIRONMENT</b>		
ENERGY REDUCTION	Reduce our operational energy performance and carbon emissions	Reduce Scope 2 and 3 emissions by 30% by 2030, using 2023 as the base year.
RENEWABLE ENERGY	Transition to renewable energy sources to reduce our carbon footprint and contribute to a more sustainable future.	Transition to 100% renewable energy sources by 2030.
WASTE REDUCTION	Minimise the amount of waste generated and ensure its safe treatment and disposal.	Improve waste handling by reducing the total amount of waste in all operations by 80% by 2030.
		Eliminate 100% of single-use plastics throughout our operations by 2030.
ENVIRONMENTAL AWARENESS	Promote environmental awareness by focusing on reducing our biggest environmental impacts.	Continue to engage employees in our environmental programme; measure engagement to identify a baseline.
ENVIRONMENTAL SERVICES AND ADVOCACY	Promote sustainable business travel solutions to clients and the wider business travel community.	Continuously improve our core sustainability products.
		Increase media coverage of sustainability topics.
<b>GOVERNANCE, ETHICS AND COMPLIANCE</b>		
SUPPLIER COMPLIANCE	Ensure all partners and suppliers demonstrate responsible business practices. Align suppliers' social, ethical and environmental responsibilities with our own goals and objectives.	>90% suppliers sign our Supplier Code of Conduct.
		>90% suppliers undertake the sustainability due diligence assessment by 2030.
SUSTAINABLE PROCUREMENT	Increase awareness of sustainability issues (environmental, ethical and social considerations) within sourcing processes.	100% of the sourcing team members' participation in sustainable procurement training.
GOVERNANCE, ETHICS AND COMPLIANCE	Develop our governance, ethics and compliance programmes to cover all operations; demonstrate transparency to all stakeholders.	100% employees complete the Code of Ethics and Conduct training by 2030.
IT GOVERNANCE AND DATA PROTECTION	Continue to protect 100% of corporate and customer data and information from loss, manipulation, unauthorised access and falsification, by complying with legal provisions and by adopting international security standards.	100% employees complete the information security awareness and data privacy training.

# Key Performance Indicators

STAKEHOLDER MANAGEMENT- PEOPLE	2023	2024
Number of employees	227	247
Percentage of eligible employees who completed an annual Career Conversation	N/A	N/A
Employees covered by a collective bargaining agreement	N/A	N/A
Number of training hours per employee	14	15
Women at all levels	70.75%	71.67%
Women in management positions	14.15%	12.08%
Women in senior management roles	50.00%	50.00%
Women on the Board	66.66%	66.66%
ENVIRONMENT	2023	2024
Scope 1 GHG emissions (tCO <sub>2</sub> e)	N/A	N/A
Scope 2 GHG emissions (tCO <sub>2</sub> e)	204	209
Scope 3 GHG emissions (tCO <sub>2</sub> e)	62,862	63,401
Total GHG emissions (tCO <sub>2</sub> e)	63,066	63,610
GHG intensity (tCO <sub>2</sub> e / employee)	297.5	265.0
Energy consumption (kWh)	275,577	283,026
Water consumption (m <sup>3</sup> )	2,482	2,169
GOVERNANCE, ETHICS AND COMPLIANCE	2023	2024
Code of Ethics and Conduct Training completion rate	N/A	N/A
Data Privacy Training completion rate	N/A	N/A
Information Security Awareness Training completion rate	N/A	N/A
Suppliers sign our Supplier Code of Conduct (%)	N/A	N/A
Suppliers undertake the Sustainability Due Diligence Assessment (%)	N/A	N/A

# GRI Context Index

Statement of Use: HTT has reported in reference with the GRI Standards for the period from 1 January 2024 to 31 December 2024.

GRI 1 used	GRI 1: Foundation 2021		
GRI Standard	Disclosure	Description, Location, or Omission Explanation	Omission
<b>GRI 2: General Disclosures 2021</b>			
<b>1. The Organisation and its Reporting Practices</b>			
2-1	Organisational details	About Holiday Tours, p. 6	
2-2	Entities included in the organisation's sustainability reporting	Scope and Boundaries, p. 7	
2-3	Reporting period, frequency and contact point	Reporting Framework and Contact Information, p. 7	
2-4	Restatements of information	No restatements, p. 7	
2-5	External assurance	No external assurance yet, p. 7	
<b>2. Activities and Workers</b>			
2-6	Activities, value chain and other business relationships	About Holiday Tours, p. 6	
2-7	Employees	Social, p. 14	
2-8	Workers who are not employees	Non-Direct Employees, p. 14	
<b>3. Governance</b>			
2-9	Governance structure and composition	Organisation Chart, p. 4	
2-10	Nomination and selection of the highest governance body	Organisation Chart, p. 4	
2-11	Chair of the highest governance body	Organisation Chart, p. 4	
2-12	Role of the highest governance body in overseeing the management of impacts	Organisation Chart, p. 4	
2-13	Delegation of responsibility for managing impacts	Sustainability Reporting, p. 7	
2-14	Role of the highest governance body in sustainability reporting	Sustainability Reporting, p. 7	
2-15	Conflicts of interest	Code of Ethics and Conduct, p. 22	
2-16	Communication of critical concerns	Code of Ethics and Conduct, p. 22	
2-17	Collective knowledge of the highest governance body	The organisation has yet to establish a structured process to assess or enhance its board's collective knowledge of sustainability. Plans are in place to develop this framework in future reporting cycles.	Information unavailable
2-18	Evaluation of the performance of the highest governance body	The organisation currently does not conduct a formal evaluation of the board's performance.	Information unavailable
2-19	Remuneration policies	The organisation is a privately owned company and does not publicly disclose remuneration information.	Confidentiality constraint
2-20	Process to determine remuneration	The organisation is a privately owned company and does not publicly disclose remuneration information.	Confidentiality constraint
2-21	Annual total compensation ratio	The organisation is a privately owned company and does not publicly disclose remuneration information.	Confidentiality constraint
<b>4. Strategy, Policies and Practices</b>			
2-22	Statement on sustainable development strategy	Sustainability Framework, p. 6	
2-23	Policy commitments	Code of Ethics and Conduct, p. 22	
2-24	Embedding policy commitments	Foreword from the Chairman, p. 3 Governance - Code of Ethics and Conduct, p. 22	
2-25	Processes to remediate negative impacts	Business Continuity Plan, p. 21	
2-26	Mechanisms for seeking advice and raising concerns	Code of Ethics and Conduct, p. 22	

# GRI Context Index

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GRI Standard	Disclosure	Description, Location, or Omission Explanation	Omission
<b>GRI 1 used</b>			
<b>GRI 1: Foundation 2021</b>			
2-27	Compliance with laws and regulations	Code of Ethics and Conduct, p. 22	
2-28	Membership associations	Membership Association, p. 16	
2-29	Approach to stakeholder engagement	Social, p. 17	
2-30	Collective bargaining agreements	Freedom of Association and Organisational Transparency, p. 16	
<b>GRI 3: Material Topics 2021</b>			
3-1	Process to determine material topics	Materiality Assessment, p. 8	
3-2	List of material topics	Materiality Assessment, p. 8	
<b>Energy</b>			
3-3	Management of material topics	Resource Management, p. 12	
<b>GRI 302: Energy 2016</b>			
302-1	Energy consumption within the organisation	Resource Management, p. 12	
302-2	Energy consumption outside the organisation	The organisation does not have data on energy consumption beyond its boundaries.	Information unavailable
302-3	Energy intensity	KPI Table, p. 26	
302-4	Reduction of energy consumption	Resource Management, p. 12	
<b>Emissions</b>			
3-3	Management of material topics	Resource Management, p. 12	
<b>GRI 305: Emissions 2018</b>			
305-1	Direct (Scope 1) GHG emissions	Scope 1 Greenhouse Gas Emissions, p. 12	
305-2	Energy indirect (Scope 2) emissions	Appendices - Sustainability Performance, pp. 12, 26	
305-3	Other indirect (Scope 3) GHG emissions	Appendices - Sustainability Performance, pp. 12, 26	
305-4	GHG emissions intensity	Appendices - Sustainability Performance, p. 26	
305-5	Reduction of GHG emissions	Environmental Impact - Emissions, p. 12	
<b>Waste</b>			
3-3	Management of material topics	Environmental Impact - Waste, p. 12	
<b>GRI 306: Waste 2020</b>			
306-1	Waste generation and significant waste-related impacts	Environmental Impact - Waste, p. 12	
306-2	Management of significant waste-related impacts	Environmental Impact - Waste, p. 12	
306-3	Waste generated	The organisation currently does not have data on waste across its operations. It intends to gather data in the future: by establishing KPIs to reduce the total amount of waste in its global operations by 80% by 2030, and to eliminate 100% of single-use plastics throughout its global operations by 2030.	Information unavailable

# GRI Context Index

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GRI 1 used	GRI 1: Foundation 2021		
GRI Standard	Disclosure	Description, Location, or Omission Explanation	Omission
306-4	Waste diverted from disposal	The organisation currently does not have data on waste across its operations. It intends to gather data in the future: by establishing KPIs to reduce the total amount of waste in its global operations by 80% by 2030, and to eliminate 100% of single-use plastics throughout its global operations by 2030.	Information unavailable
306-5	Waste diverted to disposal	The organisation currently does not have data on waste across its operations. It intends to gather data in the future: by establishing KPIs to reduce the total amount of waste in its global operations by 80% by 2030, and to eliminate 100% of single-use plastics throughout its global operations by 2030.	Information unavailable
<b>Talent Acquisition, Retention and Employee Engagement</b>			
3-3	Management of material topics	Social, p. 13	
<b>GRI 401: Employment 2016</b>			
401-1	New Employee hires and employee turnover	The organisation is a privately owned company and does not disclose this information for confidentiality reasons.	Confidentiality constraint
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Well-Being, p. 15	
401-3	Parental Leave	Employee Well-Being, p. 15	
<b>GRI 402: Labour/Management Relations 2016</b>			
402-1	Minimum notice periods regarding operational changes	Employee Engagement, p. 16	
<b>GRI 403: Occupational Health and Safety 2018</b>			
403-2	Hazard identification, risk assessment, and incident investigation	Employee Engagement, p. 15	
403-3	Occupational health services	Occupational Health and Safety, p. 15	
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety, p. 15	
403-5	Worker training on occupational health and safety	Occupational Health and Safety, p. 15	
403-6	Promotion of worker health	Occupational Health and Safety, p. 15	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	The organisation is a service provider and does not have significant occupational health and safety impacts that are linked to its clients, partners or suppliers.	Information unavailable
403-9	Work-related injuries	Occupational Health and Safety, p. 15	
<b>GRI 404: Training and Education 2016</b>			
404-1	Average hours of training per year per employee	Training and Upskilling, p. 19	
404-2	Programs for upgrading employee skills and transition assistance programs	Training and Upskilling, p. 19	
404-3	Percentage of employees receiving regular performance and career development reviews	Training and Upskilling, p. 19	
<b>Diversity, Equity and Inclusion</b>			
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
405-1	Diversity of governance bodies and employees	Diversity and Equality, p. 13	
405-2	Ratio of basic salary and remuneration of women to men	The organisation does not publicly disclose this data, but it has conducted a benchmarking process to identify pay gaps and the causes of pay inequities.	Confidentiality constraint
<b>GRI 406: Non-Discrimination 2016</b>			
406-1	Incidents of discrimination and corrective actions taken	Incidents of discrimination are reported through the grievance mechanism. Any reported incidents are followed through with mitigation and remedial action. The organisation is a privately owned company and does not disclose this information for confidentiality reasons.	Confidentiality constraint

# GRI Context Index

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GRI 1 used	GRI 1: Foundation 2021		
GRI Standard	Disclosure	Description, Location, or Omission Explanation	Omission
<b>Human Rights and Anti-Slavery</b>			
3-3	Management of material topics	Human Rights and Responsible Employment, p. 14	
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>			
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Freedom of Association and Organisational Transparency, p. 16	
<b>GRI 408: Child Labour 2016</b>			
408-1	Operations and suppliers at significant risk for incidents and child labour	The organisation's operations are considered low risk for child labour, as all employees are legally employed adults. Employees are trained to recognise and report potential child labour concerns. Suppliers are required to adhere to the Supplier Code of Conduct, which strictly prohibits the use of child labour.	Information unavailable
<b>409-1: Forced of Compulsory Labour 2016</b>			
409-1	Operations and suppliers at significant risk for incidents or forced or compulsory labour	The organisation's operations are assessed to be at low risk of forced or child labour. Employees are trained to identify and report any suspected cases through internal reporting channels. Suppliers are required to comply with the Supplier Code of Conduct, which prohibits child labour and forced labour.	Information unavailable
<b>GRI 205: Anti-Corruption 2016</b>			
205-1	Operations assessed for risks related to corruption	Code of Ethics and Conduct, p. 22	
205-2	Communication and training about anti-corruption policies and procedures	Code of Ethics and Conduct, p. 22	
205-3	Confirmed incidents of corruption and actions taken	The organisation is a privately owned company and does not disclose this information publicly for confidentiality reasons.	Confidentiality constraint
<b>GRI 206: Anti-Competitive Behaviour 2016</b>			
206-1	Legal actions for anti-competitive behaviours, anti-trust and monopoly practices	Code of Ethics and Conduct, p. 22	
<b>GRI 413: Local Communities</b>			
413-1	Community Engagement	Community Engagement, p. 20	
<b>GRI 418: Customer Privacy 2016</b>			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	The organisation is a privately owned company and does not disclose this information publicly for confidentiality reasons.	Confidentiality constraint