



ETHICAL CODE AND GOOD PRACTICE

ETHICAL CODE

TARANNÀ'S COMMITMENT WITH CUSTOMERS

- To work in order to provide quality and truthful information to the customer.
- To offer security, confidence and transparency to the customer.
- To care for the customer continuously, before, during and after the trip.
- To ensure the confidentiality of their personal data provided to the company.

GOOD PRACTICE CODE

TARANNÀ'S COMMITMENT WITH CUSTOMERS

- To inform the customer of all services in a detailed and contrasted way.
- To inform and advise clients of the insurance policies that ensure their economic or physical security towards any incident or personal problem they could encounter during their journey.
- To care for the customers in any stage of their trip:
 - ✿ Before the trip: Through our local staff.
 - ✿ During the trip: Through our local staff. In addition to this, 24 hours telephone emergency and incidents service (Tarannà direct service in Spanish / Catalan). International professionals through our guide at destination and direct contact with local office. To manage immediately any incident or emergency.
 - ✿ After the trip: Addressing the traveller. To handle in a personalized and efficient way any comments or customer incident.



TARANNÀ'S COMMITMENT WITH THE STAFF

- To promote safety and comfort in the workplace, as well as the whole environment.
- To promote team work.
- To provide the same job opportunities regardless of age, race, sex, origin, religion or beliefs.
- To encourage communication and transparency between all team members.
- To promote training.

TARANNÀ'S COMMITMENT WITH SUPPLIERS AND LOCAL AUTHORITIES

- To manage the negotiation of services with efficiency, transparency, quality and safety.
- To involve suppliers in the mission, vision and values of Tarannà.
- Strictness in the procurement of services and partnerships with companies and organizations that follow an ethical and legal behaviour.
- No to corruption, bribery or extortion.

TARANNÀ'S COMMITMENT TO THE ENVIRONMENT

- To be responsible for the protection of the environment and expand this awareness to all stakeholders.
- Collaboration with environmental projects.
- Inclusion of animal protection.

TARANNÀ'S COMMITMENT WITH THE STAFF

- Diversity and equal opportunities for all.
- Defined salary policy and variable remuneration by objectives.
- To track the *Green Office Plan*, which includes aspects of climate welfare, lighting and ergonomic workspaces.
- Daily Press from the Management of all changes, news and reports generated in the company.
- To provide training opportunities for the team to improve their knowledge in the profession.
- To encourage participation mechanisms in the process of decision-making, with the vision and values of the company.

TARANNÀ'S COMMITMENT WITH SUPPLIERS AND LOCAL AUTHORITIES

- To be transparent in management.
- To make payments agreed upon amount and date.
- To ensure the quality of services and the proper development of the trip.
- To involve suppliers of any type in the values of the company.
- Special Recognition to the Responsible Supplier (Travel Supplier) in our Solidary Annual Gala.

TARANNÀ'S COMMITMENT TO THE ENVIRONMENT

- Direct involvement in environmental projects.
- To compensate own CO2 emissions and to facilitate the CO2 emissions calculator to other stakeholders.
- Monitoring of the Green Office Plan in order to lower and better manage the energy use. Office consumption 100% green energy.
- Technical equipment that comply with energy efficiency schemes.



TARANNÀ'S COMMITMENT WITH SOCIETY

- To respect the rules established in the development of business of the company.
- To collaborate in social projects both the local society and the societies around the world that welcome travellers.
- Continuously develop the social responsibility of the company.

STAFF'S COMMITMENT WITH THE COMPANY

- To ensure the confidentiality of information provided by customers.
- To ensure the quality, efficiency, equity and transparency in the conduct of business.
- To preserve the facilities and equipment according to established standards.
- Follow Tarannà Values and Philosophy.

CUSTOMER'S COMMITMENT WITH THE COMPANY

- To respect professionals.
- Responsible consumption

TARANNÀ'S COMMITMENT WITH SOCIETY

- To provide management with efficiency, fairness and transparency.
- To ensure sustainability in all areas of the company.
- To work with like-minded and sensitive to sustainability suppliers.
- Promoting the local economy of the countries visited both by travellers and own staff alike.

STAFF'S COMMITMENT WITH THE COMPANY

- To work under terms of quality, efficiency, equity and transparency.
- To comply with the contractual duties as a worker.
- Respect work colleagues.
- To update the knowledge of the position developed at the company.
- To value and respect customers and the confidentiality of information.
- Repudiate any form of bribery or corruption.
- To track the *Green Office Plan*. Minimize or improvise the use of energy, paper and office supplies.
- To transmit values, mission and vision of the company to all stakeholders involved.
- Signing of the commitment to good anti-corruption practices.

CUSTOMER'S COMMITMENT WITH THE COMPANY

- To observe the contract procedures and payment dates established by the company.
- To follow, during the trip, the 10 steps of the Tarannà sustainable traveller.



SUPPLIER'S COMMITMENT WITH THE COMPANY

- To be legally constituted.
- To respect the rules in force.
- To promote efficiency, quality and transparency in the exercise of their activity, as well as on outsourcing services.
- Ethics and values commitment (ODS Tarannà included)

SUPPLIER'S COMMITMENT WITH THE COMPANY

- To work for excellence in service for both Tarannà and the clients sent to destination.
- To ensure the quality and good development of the trip as well as the traveller's care in the country of destination.
- To ensure the confidentiality of clients.
- To promote Tarannà's CSR values through its stakeholders.
- Signing of the document "Tarannà Shopping Policy, values and commitments Tarannà"

"You must be the change you wish to see in the world"

Mahatma Gandhi