

Sustainability report - 2025

FunActive Tours Travelife Partner - Italy



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1. Reporting context

The **Sustainability Report** of **FunActive Tours** provides a transparent and detailed overview of the initiatives our company has undertaken to promote sustainability in the active tourism and outdoor sectors. In this report, we explore how our travel, excursion, and activity offerings are designed to reduce environmental impact, value natural resources, and promote responsible tourism. This document aims to provide our customers, partners, and stakeholders with a clear picture of our policies, progress, and future objectives.

2. Company data

FunActive Tours

Via Stazione 3

39034 Dobbiaco

<https://www.funactive.info/de/tour/>

office@funactive.info

Tourist volume	10001 - 20000
Number of employees	5 - 25
Type of tourism	Active / soft adventure,Sport and adventure,Winter Sport,Round tours,Nature/Wildlife
Special target groups	Singles,Seniors,Families with children
Destinations offered	

Sustainability coordinator

Sofia Zugliani

office@funactive.info

3. Introduction

Welcome to the **Sustainability Report** of **FunActive Tours**. Sustainable tourism is a top priority for us, and we are committed to ensuring that every experience offered to our customers not only meets their expectations but also contributes to the well-being of the destinations and communities we visit. Our vision is to provide responsible travel that respects the environment, local cultures, and natural resources. In this report, we share the results achieved in this regard, the challenges we are facing, and the plans to continue growing as a responsible and conscious company. Our goal is to remain transparent with those who choose us, demonstrating that active and sustainable tourism is possible.

4. Mission statement & policy

4.1 Mission statement

The mission of **FunActive Tours** is to offer unique and authentic travel experiences while promoting respect for the environment, local cultures, and traditions. We believe that active tourism can be a powerful tool to raise awareness about the need to preserve the natural beauty of our planet. Every trip we organize is designed to ensure a positive impact both ecologically and socially, contributing to environmental conservation and improving the communities that host our customers.

4.2 Policy

At **FunActive Tours**, we firmly believe that the future of tourism lies in responsible and sustainable practices. Our sustainability policies focus on three main areas:

- **Environmental Impact:** We adopt practices aimed at reducing the ecological footprint of our activities, including the use of low-impact transportation, promoting travel on foot, by bike, or on horseback, and supporting environmental conservation projects in the destinations where we operate. We also encourage our customers to adopt eco-responsible behaviors.
- **Social Responsibility:** We collaborate with local communities to enhance the well-being of people and preserve their traditions. We are committed to ensuring safe and fair working conditions for all our employees and collaborators, and we support social and cultural inclusion initiatives in the places we visit.
- **Economic Sustainability:** We believe in a business model that promotes tourism that generates long-term value, not only for us as a company but for the destinations we visit. We invest in projects that contribute to local economic development, supporting small businesses and encouraging tourism that has a positive impact on regional economies.

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	6	6
1. Sustainability management & legal compliance	16	16
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6. Detailed overview

0. Company characteristics

6





Contact details

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Action			Details
0.1. Sustainability coordinator			Sofia Zugliani s.zugliani@funactive.info 0474 77 12 16





Organization structure

1

Action			Details
0.2. Awards			Not yet

Brands, products, and/or services



2

Action			Details
0.3. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator, Outbound Tour operators

0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Hiking, Mountain biking, Winter sport
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Personnel

1

Action			Details
0.5. Number of employees	✓	✓	5 - 25

Public communication

1







Action			Details
0.6. Brands under Travelife scope	✓	✓	

1. Sustainability management & legal compliance

16

Engagement of company



3

Action			Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).			Sofia Zugliani General task: Accounting and management Ensure a general understanding of sustainability and related policies among all staff; Design the company's sustainability action plan with input and support from colleagues; Improve the sustainability of the company's product offerings and supply chain; Coordinate Travelife reporting and certification; Report regularly on sustainability progress and challenges with the top management team; Support internal and external communication regarding your sustainability policies and actions.
1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).			2024 Our mission We offer ideal conditions for our customers' perfect holidays . They do not have to worry about anything and can enjoy themselves. We are there when the customer needs us, and we can help them, but we leave them alone to enjoy their holiday. Sustainability is a core value, and we are dedicated to promoting responsible tourism that protects the environment and celebrates the destinations we explore, contributing positively to both the local community and the planet. We are a friendly and reliable logistics partner , the local by the customer's side, for a carefree and active holiday of pleasure. FunActive TOURS stands for quality and customer orientation . We are committed to providing our customers with a carefree, well-organised and unforgettable holiday.

		<p>-----</p> <p>2025 Our mission</p> <p>We offer ideal conditions for our customers' perfect holidays. They do not have to worry about anything and can enjoy themselves. We are there when the customer needs us, and we can help them, but we leave them alone to enjoy their holiday.</p> <p>Sustainability is a core value, and we are dedicated to promoting responsible tourism that protects the environment and celebrates the destinations we explore, contributing positively to both the local community and the planet.</p> <p>We are a friendly and reliable logistics partner, the local by the customer's side, for a carefree and active holiday of pleasure.</p> <p>FunActive TOURS stands for quality and customer orientation. We are committed to providing our customers with a carefree, well-organised and unforgettable holiday.</p> <p>https://www.funactive.info/en/about-us/</p> <p>https://www.funactive.info/de/ueber-uns/</p> <p>https://www.funactive.info/chi-siamo/</p> <p>https://www.funactive.info/en/sustainability/</p>
<p>1.3. Trained sustainability coordinator/team</p> <p>The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓</p>	<p>✓</p> <p>Freddy Mair obtained the Travelife Sustainability Training Certificate, he is the founder and CEO of this company (FunActive Tours).</p> <p>Sofia Zugliani received the basic training certificate, she works in the accounting of the company and will be the sustainability manager.</p> <p>Company learning monitor No workshop information for this company</p>

Social cooperation







3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	—	We are members of the Adventure Tourism Trade Association (ATTA), an international organization dedicated to adventure tourism. Sustainability is at the core of ATTA's value statement and tourism ethics, principles that resonate deeply with our beliefs. (https://membership.adventuretravel.biz/tour-operator/active) we members of Active Italy, a network focused on promoting active and sustainable tourism practices among businesses in the sector. (https://activeitaly.it/members-2)
1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .	✓	—	we actively share best practices, suggestions, and advice among members of Active Italy to foster a collaborative approach to sustainable tourism. https://activeitaly.it/manifesto-per-un-turismo-attivo-e-sostenibile
1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).	✓	—	2024 For the past two years we have donated to World Bicycle Relief, a nonprofit organization that provides sturdy bicycles to disadvantaged communities to improve access to education, health care and local economies. (https://worldbicyclerelief.org/) ----- 2025 Over the past three years, we have proudly supported World Bicycle Relief, a non-profit organization that provides sturdy bicycles to disadvantaged communities to improve access to education, healthcare, and local economic opportunities. worldbicyclerelief.org

		Starting this year, we've expanded our commitment by also supporting the Michele Scarponi Foundation, which promotes sustainable and safe mobility. The foundation raises awareness about road safety and the importance of fostering a culture of respect for all road users, especially the most vulnerable. fondazionemichelescarponi.com
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Baseline assessment

2

Action			Details
1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.			2024 We currently do not have a list of suppliers with sustainability certifications. However, as outlined in our Action Plan , we will develop this list for the coming months. ----- 2025 We are pleased to share that the list of suppliers with sustainability certifications, which was outlined in our Action Plan, has now been created. This list is continuously updated to reflect our ongoing commitment to responsible sourcing and transparency across our supply chain.
1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).			





Policy

2

Action			Details
1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.			
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).			https://www.funactive.info/en/sustainability-policy/ https://www.funactive.info/politica-di-sostenibilita/ https://www.funactive.info/de/nachhaltigkeit/

Action plan

2

Action			Details
1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).			A strong action plan will indicate the targets, the steps required to reach the targets, who will be responsible, and what resources will be required to achieve each task. We developed our Action Plan using an Excel table, enabling us to track progress, implement actions, and promptly address any issues that arise.

1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.	✓	✓	We involve and empower our staff in the implementation of the sustainability standards, we ensure that every staff member participates actively and we include sustainability topics in leadership meeting agendas.
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Monitoring and evaluation

2

Action			Details
1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.	✓	✓	Currently, process monitoring is discussed and reviewed during informal meetings (15 employees). With the creation of our action plan, we aim to formalize this by including sustainability progress as a topic in our monthly meetings. This approach will help us track progress, address critical issues, and ensure consistent alignment with our sustainability objectives.
1.14. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.	✓	—	Sustainability updates are shared informally during our monthly meetings with all employees. Additionally, we issued a dedicated newsletter, to communicate best practices for maintaining sustainability in the office.

External reporting and communication

2

Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	we are committed to report progress every two years











<p>1.16. Public reporting</p> <p>The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>At the moment, we do not have a formal sustainability report. However, our sustainability policy is available on our website. We are committed to developing a comprehensive sustainability report at the end of our Travelife journey. This report will be updated every two years.</p> <p>https://www.funactive.info/en/sustainability-policy/</p> <p>https://www.funactive.info/en/sustainability/</p>
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2. Internal management: social policy & human rights

18

Social policy and human rights

15

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			We strive for equal opportunities for all present and potential employees and therefore do not discriminate against anyone for their membership of or affiliation to any trade unions or political parties. All employees are free to join a workers union if they wish. Attached is the document attesting to the employees' freedom of association included in the CCNL (National Collective Labor Agreement).
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			The contracts of all staff members comply with the collective labour agreement for the Travel and Tourism Companies in Italy: CCNL Turismo, Agenzie di Viaggio Confcommercio CCNL Commercio https://www.conf lavoro.it/ccnl/contratto-nazionale-turismo/
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			The contract complies with the Italian legal requirements.
2.4. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.			All employees of the company have an employment contract, which complies to the National Collective agreements.







2.5. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	Wages are equal to or above the minimum levels established by the national collective labour agreements.
2.6. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	✓	Overtime regulations are established at the national level through collective labor agreements.
2.7. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	Italian Government take care for the basic health care
2.8. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	✓	Holidays regulations are established at the national level through collective labor agreements (4 weeks per year).
2.9. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.	✓	✓	We comply with all requirements of our applicable national laws and regulations that help protect visitors and employees. We demand a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.
2.10. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.	✓	✓	As a company based in Italy, we adhere to national and European laws on equal opportunities, rooted in the Italian Constitution (Articles 3, 37, 51, and 117) and implemented through key legislation such as Legislative Decrees 215/2003, 216/2003, and Law 67/2006. The Code of Equal Opportunities between Men and Women (Legislative Decree 11/04/2006, No. 198) consolidates these principles, prohibiting discrimination in areas like employment, pay, career progression, and access to social security and public jobs. It also establishes bodies like the <i>Commission for Equal Opportunities</i> and the <i>National Committee</i> to promote equality



			and address discriminatory practices.
2.11. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.	✓	✓	Our company complies with the national regulations and the UN Convention on the Rights of the Child.
2.12. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	✓	Although there may not be a formal documentation, open dialogue is highly encouraged within the company. With a small team in the office daily, it's easy to discuss even minor issues or daily matters. Opinions are welcomed and carefully considered by management.
2.13. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	✓	We are a small company and we do not have such a procedure.
2.14. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	—	The company has a formal document for internal rules
2.15. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	<p>Employee satisfaction is addressed on an ongoing basis through informal conversations. Given the open and collaborative atmosphere in the company, discussions about satisfaction and well-being naturally arise whenever necessary. This approach allows for real-time feedback and fosters a supportive environment where concerns or suggestions can be shared freely without the need for formal processes.</p> <p>As outlined in our action plan, we are also planning to introduce an anonymous survey to be shared with employees. This initiative aims to further enhance our understanding of employee needs and perspectives, ensuring that their voices are heard in a structured and confidential</p>

manner.

Training and education

3

Action			Details
2.16. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).			<p>In compliance with Italian law, all employees participate in mandatory health and safety training, which is tailored to the company's classification as a low-risk workplace. This training ensures that everyone is informed about essential safety protocols, emergency procedures, and best practices for maintaining a safe working environment. It covers topics such as fire prevention, ergonomic practices, first aid, and the proper handling of any potential hazards. Regular updates and refresher courses are also provided to ensure that employees stay informed about any changes in safety regulations and practices.</p> <p>Attached an example of certification.</p>
2.17. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.			<p>We actively support and promote training and educational opportunities within our team to enhance both professional development and personal growth. Employees are encouraged to choose courses, attend webinars, or participate in other learning activities that they find valuable for their professional development.</p> <p>Participation is entirely voluntary, and no one is obligated to attend training sessions or courses, except for mandatory workplace safety training. The company fully supports these initiatives financially, ensuring that employees can pursue learning opportunities without any economic burden.</p> <p>For example, Arianna completed a course on payroll and contributions; the certificate is attached.</p>







		8
2.18. Trainee positions Traineeships/Internships are offered to students.	 	We take trainees from high schools on request. Last year we had 2 trainees during the season. Students are usually from South Tyrol and Veneto. 2

3. Internal management: environment and community relations

37

Procurement









6

Action			Details
3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).			<p>Our company has a written general sustainability policy. Each employee uses their own mug and water bottle, eliminating the need for disposable cups. Water bottles are refilled directly from the tap, as the water in our office is potable.</p> <p>Most of our staff work on computers, which are set to enter standby mode after 10 minutes of inactivity. Employees are also required to turn off their computers before leaving the office. We only print essential documents, and all computers are configured to print double-sided and in black and white.</p> <p>In our office bathroom, we use towels instead of paper towels for drying hands.</p>
3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.			<p>We give preference to products with a recognised environmental or sustainability certificate, label, or with proven sustainability qualities and that are locally produced. Therefore we buy from local suppliers.</p> <p>We prefer to work with suppliers and service providers that have a sustainability reputation.</p> <p>We buy products with less packaging and that are produced with eco-friendly resources and that are made to be durable and that can be easily repaired to increase the lifespan.</p> <p>We refuse to purchase archeological/historical artifacts and or/products that threaten flora and fauna as indicated in the CITES treaty and the IUCN Red list.</p>

			We only purchase from suppliers that abide by all local, national, and international labour laws.
3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.	✓	✓	we use ecolabelled paper, ISO 9706.
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	✓	We encourage paper conservation and reuse, while discouraging unnecessary document printing. All printers are configured by default for double-sided and black-and-white printing
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	✓	—	We don't consume a lot of tea or coffee, but we have some in office. -We buy bio tea. -for coffee we are working on it to switch to fairtrade coffee. We use an electric moka, to minimize the use of aluminium capsules
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	✓	Currently, we are using cleaning materials stored in recycled plastic containers. While these products are not yet fully sustainable, we are committed to transitioning to sustainable alternatives. As outlined in our action plan , we will replace our current products with eco-friendly options as soon as the existing supplies are used up, ensuring no waste is created in the process.





Paper (promotional materials)

3

Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).			Attached the necessary documents 98
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).			For last season we printed 10 000 catalogues with 80 pages and 6000 with 88 pages all on recycled paper, for promotional purposes at fairs. 100
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.			We print the majority of our catalogs in German due to high demand. English brochures are only printed for international fairs. For the Italian catalogs, we chose not to include dates and prices, as these vary by season; instead, a QR code directs customers to the travel webpage with up-to-date information. Additionally, our catalogs are available in PDF format on our website. https://www.funactive.info/en/catalogue/

Energy

9



Action			Details
3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.			Our company minimises its electricity consumption by switching off lights, computers, fans etc. in rooms that are not in use and at night. We also monitor thermostats and keep doors and windows closed when heating is on. We try to use as much daylight as possible, by making sure all windows are accessible.

			We set our screens to automatically go on stand-by after not being used for approx. 10 minutes, our printers are set to be in stand by off at night and outside office hours, also our coffee machine is switched on only when necessary.
3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.	✓	—	We monitor our electricity and heating usage by reviewing the bills that arrive every two months. For heating, we rely on district heating, which is necessary from November 15th to April 15th. 7631 77475600
3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	We use alperia green energy, which is a local electricity supplier. https://www.alperiaenergy.eu/en/our-identity/our-energy/hydroelectricity
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	We do not currently offset CO2 emissions. However, the electricity we use comes from renewable sources.
3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	—	We consider natural light and try to maximise the use of daylight. Working hours are during daylight hours, and the desks are all set under windows, which helps to receive a sufficient level of daylight. All electrical equipment is switched off when it's not used (not on standby). Currently, we have these lights (see attachment "luci"), which were already installed in the office when we moved in. However, we have decided to replace them with LED lamps, which we have already purchased and are in the process of installing.
3.15. Equipment “switch-off” policy	✓	✓	All computers, lights, and electronic devices (such as radios and coffee machines) are turned

Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.			off after working hours. Computers automatically go into standby mode after 10 minutes of inactivity, and we typically leave them in standby during lunchtime.
3.16. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	All unnecessary lights are turned off, and all lights are switched off whenever the office is vacated.
3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	In recent years, we have not purchased new equipment as it has not been necessary. Therefore, we have not had the opportunity to apply the guidelines for purchasing energy-efficient devices or to evaluate the alternatives available in the market. Our current equipment continues to meet our operational needs. If we do make new purchases in the future, we will ensure to follow a preferential policy for low-energy devices and document any exceptions to the established guidelines.
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	computer and printer are set by default to the energy-saving mode.

Water



3

Action			Details
3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship	✓	—	Not a lot of water is involved in our job. We have a dual-flush toilet.

goals are identified and pursued.			
3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.	✓	—	water usage is measured once a year. Last year we used 129 cubic meter of water. Attached the excel with the data of the last 4 years of water usage 129
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	✓	We rent the building and cannot change the toilet system, but the building has a dual flush system toilet

Waste management







7

Action			Details
3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓	✓	We comply with the municipal legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment. waste is brought to the recycling center of our town since we don't have a door to door collection service
3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).	✓	✓	We use recyclable and refillable products and bulk packaging instead of many small packages, also we avoid excessive packaging. We prefer to use high quality, long lasting, and easily repairable products and avoid harmful or hazardous products or products which need careful storage and handling, and give preference to environmentally friendly alternatives. We use re-usable and refillable bottles and avoid drinks in paper cups, bottles and cans.

3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	✓	—	We send brochures to our clients if requested and we use FSC envelopes to send them. We also provide our clients with a small reusable bag containing the travel documents. Until now, the reusable bags are made of polyester but we are selecting more sustainable products
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.	✓	—	In our offices the tap water is drinkable, which makes plastic water bottles unnecessary. We encourage our staff to bring their own reusable bottles and to use regular glasses or mugs (and every one has their own bottle). We don't have a regular water bill to attached, because it's included in the rent of the office.
3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.	✓	✓	We separate our waste into the following fractions: Paper Cardboard; Plastic; General Waste. the waste is taken to the nearby recycling place.
3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	—	We return empty cartridges for recycling. Point 7 of the contract.
3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	✓	We don't use any batteries





Reducing pollution

2

Action			Details
3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.			The waste water is disposed through the government sewage system.
3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.			We use very few harmful substances, and the cleaning materials are stored in a designated area.

Mobility





5

Action			Details
3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.			<p>We recognize that our employee's travels have a negative impact on our planet and therefore we strive to reduce and mitigate our impacts wherever possible.</p> <p>We are truly committed to reducing carbon from staff travel and therefore we make sure that every staff trip counts – that it has a clear purpose and enables us to get expected outputs, we travel only when necessary and over longer times (if required).</p> <p>We encourage our employees reduce their environmental footprint while commuting to work. Our offices are located in an area easily accessible by public transport, for example our head quarter in Dobbiaco is located directly in the building of the train station.</p>

			Lately we also have replaced a regular company car with an hybrid car to reduce further pollution. Also, our employees have access to our rental bikes to use to move around near the office.
3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	✓	For business meetings, we prioritize videoconferencing as the primary option to reduce travel-related emissions. When in-person attendance is necessary, such as for workshops or trade fairs, we encourage the use of sustainable transportation methods, including public transport, trains, or buses. Currently, we track the type and distance of business travel to estimate our carbon footprint, focusing especially on air travel. We started to calculate the co2 emmissions.
3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	When booking flights or trains, we always take the opportunity to offset the CO2 emissions whenever this option is offered. However, we have yet to implement a formal, company-wide offsetting scheme. We are committed to developing a reliable and structured methodology for carbon offsetting in the near future.
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	We do not financially stimulate them to choose more sustainable option, because most of the employees reach the office by foot, bike (bikes are offered by the company) or public transport on their own. Where necessary they have the possibility to do smart working.
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	We give preference to video meetings so that we can avoid unnecessary business trips. For necessary business trips we use public transport or our hybrid van, choose an easily accessible location, or find an accommodation close by.





Sustainability training and awareness raising

1

Action			Details
3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.			All staff members have completed or are currently undergoing the Travelife basic sustainability training. This ensures that everyone has a solid understanding of their roles and responsibilities regarding environmental practices, including water and energy saving, paper reduction, and waste management.

Land use and community relations

1











Action			Details
3.37. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.			We do not own a building or land

4. Inbound partner agencies

7









Inbound partner agencies

4

Action			Details
4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.			We do not have "key partner agencies" responsible for a big part of turnover
4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).			We do not have "key partner agencies"
4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).			We do not have "key partner agencies".
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.			We do not have "key partner agencies"

Specific conditions

3









Action			Details
4.5. Contracts Written contracts with partner agencies are in place.			we don't have partner agents
4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).			we don't have partner agents.
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.			we don't have partner agents.

5. Transport

4



Selecting transport suppliers

3

Action			Details
5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).			we do not offer flights to reach the starting point.
5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).			Transport to the destination is not included in our programs. Since our trips are focused on cycling and touring, the need for transportation during the journey is naturally limited. When transfers are necessary, we aim to provide clients with bus or train tickets. Transfers back to the starting point can be booked with a minimum of 4 participants, or we suggest suitable public transport options.
5.3. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).			For client transfers during tours, we prioritize using public transportation whenever possible. All necessary bus and train tickets are included in the packages. In our region, free transport passes are available for the entire duration of the holiday, which can be obtained directly at the hotel.

Sustainable packages

1







Action			Details
<p>5.4. Sustainable packages</p> <p>The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>			<p>We do not offer separate "sustainable" packages because our walking and cycling experiences are inherently sustainable by nature. These activities have a minimal environmental impact, making them a perfect fit for eco-conscious travelers.</p> <p>Our focus is on promoting slow tourism, encouraging our clients to connect more deeply with the landscapes, local culture, and communities. By slowing down and choosing low-impact forms of transport like walking and cycling, we foster a more responsible and immersive travel experience, reducing our carbon footprint while supporting sustainable local economies.</p> <p>Here an example of our product:</p> <p>https://www.funactive.info/en/tour/from-hochpustertal-to-venice/</p> <p>https://www.funactive.info/en/tour/cycling-around-garda-lake/</p>

6. Accommodations

11

Accommodations

7



Action			Details
6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.			<p>We prioritize relationships with accommodation suppliers that do not harm the environment or local communities. We strive to give preference to accommodations that hold internationally recognized certifications, such as Travelife, while also considering price and comfort criteria. Additionally, we actively seek accommodations that support local communities by ensuring their access to essential services (e.g., food, water, energy, or healthcare). Contracted accommodations that jeopardize the local community's access to these basic services or that threaten the integrity of such services may face termination of our partnership.</p> <p>We updated our contract integrating an ethic and sustainable code of conduct.</p> <p>The contracts for 2025 have already been sent. The new contracts integrated with the code of conduct are ready for the collaborations of 2026</p>
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.			<p>PARTNER - We plan to share our sustainability policy with our suppliers via email when sharing the contracts for 2026, as you can see on our action plan. This will ensure clear communication and alignment with our sustainability goals, fostering stronger partnerships focused on responsible practices across our supply chain.</p> <p>We updated our contract integrating an ethic and sustainable code of conduct.</p> <p>The new contracts are ready for the collaborations of 2026</p>

			CERTIFIED - We have updated our contracts to include an ethical and sustainability code of conduct, which will be shared with our accommodation suppliers starting from 2026. This ensures clear communication of our sustainability objectives and requirements. Although the full rollout is planned for 2026, this is already reflected in our action plan and demonstrates our commitment to fostering responsible practices throughout our supply chain.
6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travezyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.	✓	—	Our accommodation choices are primarily based on location, availability, and quality. While selecting certified sustainable options can be difficult due to their limited availability and logistical challenges for our itineraries, we are committed to improving in this area by creating a list of accommodations that have already obtained a certification and finding new ones to collaborate with. 0 0
6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	—	We do not typically have formal contracts with accommodations, and agreements are often limited to accepting rates. However, moving forward, We updated our contract integrating an ethic and sustainable code of conduct. This will ensure a stronger commitment to sustainable practices and align our partnerships with our environmental goals. As said on 6.2 the new contracts will be shared for the collaboration in 2026, together with our policy.
6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	✓	We have not yet been requested to inform our accommodation suppliers about training opportunities, nor have we actively engaged them in sustainability training programs. However, we plan to encourage our contracted accommodations to participate in local or international sustainability training and education as part of our ongoing commitment to improve sustainability practices.
6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among	✓	—	As part of the Active Italy network, we hold regular meetings to brainstorm strategies and initiatives aimed at promoting sustainability among our accommodation partners.

accommodations in destinations.			
6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	—	PARTNER - we do not currently offer specific incentives CERTIFIED - While we currently do not have formal incentives in place, we recognize the importance of rewarding accommodations that actively engage in sustainability. We plan to introduce incentives such as preferential contract conditions and marketing benefits, including the use of green logos and sustainability indications, to encourage and promote sustainable practices among our partners.

Specific conditions

4

Action			Details
6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.	✓	✓	The contracts for next year have already been sent, and unfortunately, at the time of sending, we had not yet included a specific clause regarding ethical guidelines. However, our standard contract has been updated and improved in this regard, and it will be implemented starting from the 2026 season. We are committed to promoting ethical and sustainable practices in our collaboration with suppliers.
6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).	✓	—	We take great care in selecting authentic accommodations with a preference for those owned and operated by local residents. This approach helps to ensure that revenue remains within the destination, supporting the local economy. Our objective is to cultivate strong, enduring partnerships with our suppliers, which ultimately enhances the guest experience. By collaborating closely with local businesses, we aim to offer our guests immersive experiences that showcase the distinct culture and charm of the region. Here some of our partner accommodations:

		https://www.rosengarten.it/it/ https://www.hotel-nocker.it/it/ https://www.hotel-emma.it/?utm_source=GoogleMyBusiness&utm_medium=KlickWebsite&utm_campaign=GoogleMyBusiness https://gasthofpost.at/ https://www.hoteldiana.it/en/our-hotel
6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.	✓ —	<p>Our suppliers adhere to all relevant national regulations, including those specifically addressing the prevention of child sexual exploitation. This commitment ensures that we maintain high ethical standards and prioritize the safety and well-being of vulnerable populations.</p> <p>"As a tour operator specialized in active holidays, FunActive TOURS places great importance on protecting the environment and the destinations we visit. We are committed to promoting respect for all local, regional, national, and international regulations that relate to the following rights and obligations:</p> <ul style="list-style-type: none"> • Human Rights: Including labour rights, children's rights, and women's rights. • Fair Working Conditions: Ensuring equitable working environments for all. • Anti-Corruption Practices: Adherence to anti-bribery, anti-extortion, and anti-discrimination policies. • Child Protection: Safeguarding children from exploitation, including sexual exploitation, through tourism. • Environmental Protection: Committed to the preservation of the environment and natural resources. • Community Support: Acting in the best interest of local communities. <p>FunActive TOURS has embarked on an environmental certification journey and joined the Travelife program.</p> <p>By signing this agreement, the Partner declares compliance with all legal obligations concerning the points listed</p>







		above (this list is non-exhaustive) and acknowledges that any breach of laws related to sustainability and corporate responsibility may lead FunActive TOURS to terminate the contract with immediate effect and without further obligations."
6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.	✓	<p>"FunActive Tours only works with accommodations that adhere to the company's Code of Ethics.</p> <p>In the accommodation selection process, we consider the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.</p> <p>We favour the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and tradition."</p>

7. Activities

12

Activities



5

Action			Details
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).			PARTNER - We do not have an official inventory of sensitive places/excursions yet. CERTIFIED - We do not have an official inventory of sensitive places or excursions yet. However, we recognize the importance of this and plan to develop such an inventory to better manage and inform our clients about environmentally and culturally sensitive excursions.
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.			Currently, we do not collaborate with external excursion providers, as we organize the excursions we offer ourselves. However, we are always open to new partnerships, which is why we have included a specific clause in our sustainability policy. "FunActive Tours only works with excursion providers that adhere to the company's Code of Ethics. All excursions and activities run by or on behalf of FunActiveTours respect local customs, traditions, cultural integrity, and natural resources. We commit to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy. Also, we give preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection. FunActiveTours has clear guidelines in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides."


7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	✓	✓	All the activities we offer are internal, we don't have activity suppliers
7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.	✓	✓	Good practices as an internal guide – we do not have external suppliers. If in future we are going to have external suppliers, we are going to share the Travelife sustainability code with them 0 0
7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	✓	All the activities we offer are internal, we don't have activity suppliers

Specific criteria

7

Action			Details
7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	✓	—	we do not offer products or services that harm humans, animals, plants, natural resources (e.g., water/energy), or products that are socially/culturally unacceptable. No activities where captive wildlife is held are offered.
7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national	✓	✓	We do not offer excursions or attractions that involve captive wildlife.

and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.			
7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.	✓	✓	We do not offer activities which refer to wildlife harvest, hunting, consume.
7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.	✓	✓	We do not provide excursions that involve interactions with wildlife. Our focus is on preserving the natural behavior and habitat of animals, ensuring they are not disturbed or exploited for entertainment purposes.
7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.	✓	✓	All our tour are self guided tours, so clients do not have an expert guide to guide them. here an example of our hike and bike tours. https://www.funactive.info/en/tour/the-dolomites-nature-park-hiking-tour/ https://www.funactive.info/en/tour/mtb-from-trieste-to-porec/
7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).	✓	—	We collaborate with locally owned suppliers, including accommodations and restaurants, to support and strengthen local communities. As members of the ActiveItaly Enterprises Network, we prioritize this commitment in our tours, aligning with points 4 and 6 of the Manifesto (see the Active Italy Manifesto https://activeitaly.it/en/manifesto-en).This approach not only enriches the travel experience but also fosters sustainable economic growth in the regions we operate in.













<p>7.12. Supporting environmental and biodiversity protection</p> <p>The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>		<p>We actively promote excursions and activities, cycling and walking tours, that contribute to the preservation of the local environment and biodiversity. These experiences are designed to foster a deeper connection with nature while supporting conservation efforts in the regions we explore.</p> <p>https://www.funactive.info/en/bike-holidays/</p>
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8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action			Details
8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.			All our tours are self-guided, so we do not employ guides. However, we have local representatives in Trieste and Puglia who support our operations. They are all directly employed by us under standard employment contracts.
8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.			We do not employ guides, as all our tours are self-guided. However, our local representatives in Trieste and Puglia are employed under standard contracts that ensure fair wages. Their salaries comply with all legal requirements and reflect a fair compensation for their roles.
8.3. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.			We do not employ guides, but our local representatives receive informal training to prepare them for their roles. As outlined in our Action Plan , we are committed to having them complete the Travelife basic training in the future to further enhance their knowledge and skills.
8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.			We do not have guides for our tours, but our local representatives, being employees, participate in meetings and receive internal newsletters where we cover topics related to sustainability. As mentioned earlier, it will be our priority to have them complete the Travelife basic training to further align with our sustainability goals.
8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.			We do not have guides for our tours, but local representatives. As mentioned earlier, it will be our priority to have them complete the Travelife basic training to further align with our sustainability goals.



8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.	✓	—	We do not have guides. For our local representatives, however, training is provided internally and informally by their supervisors, ensuring they are well-equipped to uphold our standards and values.
8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).	✓	✓	We do not conduct in-person briefings, but we have developed an alternative method of communication with our clients, as outlined in section 10.18.
8.8. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.	✓	—	PARTNER - To further enhance our awareness and response strategies, we will utilize the Travelife online learning platform. The action plan is attached. CERTIFIED - Our local representatives have participated in the Travelife basic training, which includes guidance on the prevention of child exploitation. This ensures that they are aware of the importance of this issue and are informed about how to act responsibly in line with our company's ethical standards.

9. Destinations

4

Selection of destinations







2

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.	✓	—	<p>We consider sustainability aspects in the selection of new destinations and throughout the product development process. We actively promote tours by bike and on foot, always prioritizing safety. For these journeys, we ensure that roads, trails, and cycling paths are low-traffic or lightly trafficked to guarantee a safe, sustainable, and enjoyable experience for all our travelers. This approach allows us to uncover hidden gems and explore serene destinations while avoiding overcrowded tourist spots.</p> <p>To further address the challenges of over-tourism, we actively encourage travelers to consider off-peak seasons for their journeys. In fact, certain high-season periods are not bookable directly through our website. For example, in our Puglia tour, dates from end June until end August—the busiest months for tourism in the region—are unavailable for booking.</p> <p>https://www.funactive.info/en/tour/from-alberobello-to-lecce/</p> <p>This strategy not only enriches the travel experience but also supports local communities and contributes to preserving the natural environment.</p>
9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.	✓	—	<p>All our destinations are easily accessible by public transport, and it is uncommon for clients to arrive by car. In case of larger groups, that need a transportation from the airport to the starting point, we provide private transfers using a minivan to ensure a comfortable and convenient travel experience.</p>

		<p>Regarding accessibility for people with disabilities, many of our tours are accessible to individuals with disabilities, provided they have their own bicycles. During the booking process, customers can inform us of any specific needs, and we will do our best to accommodate them. Additionally, regarding food allergies or intolerances, we make sure that the hotels we book are informed and able to cater to these requirements.</p> <p>In organizing new tours, we prioritize easy access to the starting point using public transportation.</p>
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Local projects and initiatives

2







Action			Details
9.3. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			<p>On our tours, we frequently recommend tastings of local products to enhance our guests' understanding of regional cuisine and culture. This approach not only promotes awareness but also encourages the purchase of these products directly from local producers, supporting the community and fostering sustainable practices.</p> <p>https://www.funactive.info/en/tour/hiking-prosecco/</p> <p>For example for our Prosecco hiking tour is included a wine tasting.</p>
9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).			<p>We don't encourage the purchase of souvenirs made from threatened flora and fauna, as well as any illegally obtained historical or archaeological artifacts, drugs, or illegal substances. We are committed to adhering to both local and international laws designed to prevent such activities and protect cultural and natural heritage.</p>

10. Customer communication and protection

26

Prior to booking

12

Action			Details
10.1. Customer privacy The company ensures that customer privacy is not compromised.			Privacy and protection are important to us. Sensitive information is stored electronically within our database, which is secured and only accessible by accredited staff who follow strictly privacy procedures. If any documents containing personal data are printed for internal purposes, they are kept in a filing system in our office that is only accessible by our most trusted employees. If documents are no longer applicable, they are shredded before disposal. Any personal data is only collected if relevant and necessary for us to provide the services sold. Our customers are informed on how we store data and where. They always have the option to be deleted from our database. We are committed to protecting the privacy of all of our guests and users, and we would like to reassure that all of the provided information is kept strictly private and confidential. https://www.funactive.info/en/privacy-policy/
10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease. Any advertisement and/or communication written and released will clearly state when relevant: exact itinerary (with distances), exact price with dates of validity, included services, insurance details, exclusions (and surcharges if applicable), detailed destination information, accurate photos and visual materials. PDF are available to download directly on our website.



		<p>Here an example:</p> <p>https://www.funactive.info/en/tour/from-alberobello-to-lecce/</p> <p>https://mediacomp5.teraserver.it/storage/pdfs_2025/websites/website_4_1727945183_en.pdf</p>
10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	<p>— We confirm that all product and price information, including sustainability claims, is clear, complete, and accurate regarding our company, products, and services. This information is easily accessible through our website. We ensure that the images used in our marketing communications are professional, accurate, and respectful of intellectual property rights. Furthermore, we guarantee that all information is up-to-date and consistent.</p> <p>https://www.funactive.info/en/tour/the-dolomites-nature-park-hiking-tour/</p> <p>https://www.funactive.info/en/sustainability/</p>
10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓	<p>— We confirm that the destination information, including sustainability aspects, is factually correct, balanced and complete.</p> <p>Example of information you can find on our website</p> <p>https://mediacomp5.teraserver.it/storage/pdfs_2025/websites/website_328_1728013096_en.pdf</p> <p>https://www.funactive.info/en/tour/from-hochpustertal-to-venice/</p>
10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.	✓	<p>— As an inbound tour operator, we do not sell flight tickets or other air travel options. However, we recognize the need to assess the carbon emissions associated with our offerings, which primarily consist of outdoor activities such as cycling and walking tours. We are committed to working on strategies to minimize our carbon footprint while providing sustainable and enriching experiences for our clients.</p>

			0
10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.	✓	✓	The arrival to the starting point of the tour and the departure at the end are not part of the package and has to be booked separately. On our website we list the different transport options to reach the destination. Attached an example of the information the clients can find on every single tour on our website. We are going to review this part to be sure to underline the best sustainable options to the starting point of the tour, as written on our Action Plan .
10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓	✓	As an inbound tour operator, we empower our clients to make their own decisions regarding airport transfers. These transfers are almost never included in the tour PDF, except in exceptional cases, such as in Puglia, where public transportation from the airport to the accommodation is more challenging to find. Airport transfers can be booked upon request, with a minimum of 4 people. We offer the option to arrange a transfer with an authorized driver, or clients may choose public transportation. In the latter case, we provide helpful information to guide them, though we do not sell tickets directly. As outlined in our action plan , we will emphasize the use of more sustainable transport options.
10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	✓	We are an inbound tour operator. 0
10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	✓	✓	We do not sell air transport.
10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	✓	We promote slow tourism through our walking and cycling tours, offering inherently sustainable experiences. We primarily collaborate with family-run accommodations in city centers, allowing our guests to enjoy authentic local experiences while supporting the community.

			Please note that we do not list the names of the accommodations included in our packages on our website, as they may vary depending on availability. As mentioned earlier and outlined in our action plan , we are committed to highlighting the most sustainable transportation options for reaching the starting point of the journey.
10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	✓	Our products are consistently designed to be as sustainable as possible, which means we do not provide customers with varying levels of sustainability options.
10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓	—	https://www.funactive.info/en/sustainability/

After booking and during holidays

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Action			Details
10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	—	<p>In our roadbooks, PDFs, and documentation for walking and cycling holidays, we include detailed information about the destination's environment and cultural heritage. This ensures our guests gain a deeper understanding and appreciation of the unique landscapes and traditions they will encounter during their travels.</p> <p>https://mediacomp5.teraserver.it/storage/pdfs_2025/websites/website_328_1728013096_en.pdf</p> <p>https://mediacomp5.teraserver.it/storage/pdfs_2025/websites/website_394_1728013346_en.pdf</p>



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10.14. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).	✓	—	We are planning to develop a dedicated webpage that educates and informs our customers about various sustainability-focused choices they can make while traveling, both in general and specific to the destinations they will visit. Currently, we do not provide this type of information; instead, we offer general guidance and suggestions verbally at departure. This new resource will empower our guests to make more informed decisions and enhance their overall travel experience.
10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	—	For self-guided tours, we recommend that clients use sunscreen, avoid outdoor activities during the hottest hours, and always carry water. The primary concern is the potential for bicycle accidents, but in such cases, clients will receive proper assistance. Our documentation clearly displays emergency contacts and important phone numbers to ensure that help is readily available if needed. https://www.funactive.info/magazine/en/what-to-wear-on-a-bike-tour/
10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	In the client documentation, we provide a business card with our service hotline number, which can be contacted in case of any issues. This service is available daily from 8:00 AM to 7:00 PM, ensuring our guests have support whenever they need it. As bicycle breakdowns are the most common emergency in our sector, we can intervene on-site when possible. If on-site assistance is not feasible, we offer remote support through calls or messages, guiding the customer on what to do next or directing them to the nearest mechanic.
10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	For our customers, we provide a comprehensive list of emergency numbers along with our hotline number. Our office team is trained to handle emergencies, with two designated staff members typically responsible for managing any urgent situations. This ensures prompt and

		<p>effective assistance for our clients whenever needed.</p> <p>Assistance is primarily provided via phone, and training is informal, so we do not have formal guidelines in place. For on-site mechanical assistance, our drivers, who handle luggage transport, undergo a basic informal training with our mechanic. This allows them to assist with bicycle repairs if necessary.</p> <p>We recognize the importance of having clear emergency guidelines and, as outlined in our action plan, we are committed to creating them.</p>
<p>10.18. Activities do's and don'ts</p> <p>Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	✓	<p>—</p> <p>We have planned to implement a code of conduct within the app dedicated to customers, drawing inspiration from the PDFs provided by Travelife.</p> <p>0</p>
<p>10.19. Sexual exploitation</p> <p>Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	✓	<p>✓</p> <p>As tour operators and agencies, we are committed to reporting any instances of abuse. We will stay informed through news and online resources, and we will promptly terminate any relationships with partners involved in such deplorable activities. Our priority is to uphold the highest ethical standards and ensure the safety and well-being of our clients and the locations we visit.</p> <p>Furthermore, we have updated our general terms and conditions, which are provided to clients, to include ethical and sustainable clauses. These updates reflect our commitment to responsible practices and ensure that all parties involved are aligned with our values of sustainability and social responsibility. These updated terms and conditions will be automatically sent to clients upon confirmation of their booking.</p>
<p>10.20. Illegal souvenirs</p> <p>Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	✓	<p>✓</p> <p>Currently, we do not provide our customers with specific communications on this matter. However, we have updated our general terms and conditions for clients, which now include clauses addressing these important ethical and sustainable practices. Among these updates, there is a specific clause that addresses the responsible purchase of souvenirs. These updated</p>

			terms will be automatically sent to clients upon confirmation of their booking.
10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	In our programs, we consistently encourage guests to sample local cuisine at restaurants. We believe that experiencing regional foods is an integral part of the tours we offer, enriching our guests' cultural immersion and enhancing their overall travel experience. Attached a document we used to give our clients in paper form with all the highlights of the holiday. Currently all this information is inside of our app, which clients can access via their booking number.
10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	In our tours, we primarily utilize local public transportation for travel arrangements, with private transportation suggested only on some occasions. This approach not only supports sustainability but also allows our guests to engage more authentically with the local culture. https://mediacomp5.teraserver.it/storage/pdfs_2025/websites/website_35_1728012323_en.pdf
10.23. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).	✓	—	This is a valuable initiative, and we will consider the possibility of implementing it in the future for our clients.

After holidays

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Action			Details
10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	✓	Monitoring customer satisfaction and gathering suggestions for improvement is essential to our operations. After their return, we request that guests complete a feedback form. Our team analyzes the data collected to gain valuable insights, which are then utilized to enhance our offerings and overall customer experience.

<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	✓	—	<p>PARTNER - Currently, our feedback forms do not include a specific section on customer satisfaction regarding sustainability efforts. However, we planned to implement this feature in the future to better assess and enhance our sustainability practices.</p> <p>CERTIFIED - We have included a specific section on customer satisfaction regarding sustainability efforts on our recent feedback forms.</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	✓	✓	<p>Yes, we have a straightforward procedure for handling complaints of any kind. When we receive a complaint during or after a trip, we investigate it promptly and seek to find an appropriate solution. We encourage clients to report issues as soon as possible, as this allows us to address concerns more effectively.</p> <p>In cases where clients express dissatisfaction after the trip, we still strive to offer a resolution or compensation. Regardless of when the complaint arises, we are committed to addressing the issue swiftly and efficiently.</p>