

RAD+REISEN

Sustainability Policy



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We have a clear goal in tourism and beyond: We want people to explore the world by bike. Cycling tours should become the #1 form of travel in Europe. We focus on nature-based experiences that are good for both people and the environment.

Cycling tours produce no direct emissions along the route itself. Compared to a round-trip by car, there is therefore no fuel consumption. Cycling produces no direct exhaust emissions during the trip and also promotes the mental and physical health of travelers. Cyclists also experience the landscape and local cultures more intensely. Interaction with the local population occurs in a gentle and direct way. This fosters economic value creation at the local level. We aim to maximize these positive effects for both guests and the local population while simultaneously reducing negative social, environmental, and economic impacts.

This sustainability policy is intended to outline our objectives for the coming years in this area. The focus is, on the one hand, on our day-to-day office work processes and, on the other hand, on the further development of our cycling tours with the goal of reducing their environmental impact. This policy is intended to be a dynamic strategy and implementation document that is supported by all employees in the company. In this context, the following overarching goals are important to us.

General Sustainability Management

- Strengthening and further developing sustainability within the company
- Building internal expertise on sustainability
- Regularly evaluating the set goals and measures in terms of achievability. The evaluation process should be reviewed at regular intervals and adapted as necessary.
- Ensuring ongoing internal and external communication regarding established goals and implemented measures
- All national laws are complied with. Working conditions comply with national labor law. Official and unofficial internal complaint channels, including designated contacts, are defined.
- Actively promoting and supporting employees in general and subject-specific continuing education
- Regular evaluation of employee satisfaction and goals through performance reviews
- Ongoing evaluation and enhancement of existing employee benefits
- Regular organization and hosting of employee events

Sustainable Office Life

Sustainable Procurement

RAD + REISEN aims to increasingly integrate sustainability into its purchasing processes and decisions. Procurement should be based on actual needs, sustainable production and packaging, and efficient transportation routes.

General Principles

- Reuse and repair before purchasing new items.
- Consolidated orders instead of individual orders; bulk packaging instead of individual packaging.
- Obtain at least two different quotes
 - If price and quality are comparable, the sustainable product or service is preferred.
 - If price and quality are comparable, regional products or services are preferred.
- Regular maintenance to extend product lifespan.
- Whenever possible, local suppliers are preferred to shorten transportation distances, strengthen the local economy, and reduce the ecological footprint.
- Office supply needs are analyzed centrally by a designated employee and handled through consolidated orders.

Office equipment and supplies

- Focus on durability and robust construction in office furnishings. The repairability and upgradability of products take precedence over short-lived solutions.
- Office furniture and IT equipment should feature ergonomic design to support employees' health and well-being. Desks should be height-adjustable, and office chairs should be individually adjustable.
- Discarded office furnishings and equipment are disposed of in an environmentally responsible manner and in accordance with local legal regulations. Discarded equipment should be offered to employees free of charge for personal use or donated to social organizations.
- When purchasing cleaning supplies, look for ECO labels. The use of environmentally harmful solvents is permitted only in absolutely exceptional cases—and only when no other alternatives are available. Such products must be disposed of in an environmentally responsible manner.
- When purchasing coffee and tea, look for Fair Trade labels.
- For interior office repairs, prioritize the purchase of solvent-free paints with an environmental seal.
- The office's internal IT infrastructure is provided and maintained by a local external partner.
- According to the company's internal understanding, energy efficiency in the IT sector depends more on software settings (e.g., using energy-saving mode) than on the hardware itself. Therefore, RAD+REISEN focuses on energy-saving settings for its IT equipment.
- When purchasing IT equipment, TCO-certified products should be selected—provided they are available at a reasonable price. According to internal research, TCM-certified monitors are the only products currently available on the market at a reasonable price. The selection of PCs and laptops with this sustainability certification is still limited at this time and does not hold up to a price-performance comparison. However, developments in this area should be monitored.

- PCs are typically replaced every 3–5 years to meet current technical standards. For servers, the useful life is 5–7 years. This is also intended to ensure the use of up-to-date and energy-efficient equipment.
- When purchasing new electrical appliances, the most energy-efficient solutions should be selected based on price and quality criteria. At a minimum, however, the product should meet EU energy efficiency class C.
- The availability of replacement parts and straightforward support for repairs are also factors that should be taken into account in the purchasing decision-making process.
- The expansion of the use of motion sensors should be evaluated and implemented.

Vehicle Fleet

Within the company, the vehicle fleet is divided into transport vehicles, company cars, and the bicycle fleet:

- When purchasing, leasing, or renting passenger cars and commercial vehicles, only models that meet the highest possible emissions standards will be acquired.
- Where appropriate, electric vehicles should be purchased, leased, or rented.
- The vehicle fleet is continuously maintained in accordance with legal requirements and beyond to ensure the vehicles' longevity.
- Mandatory inspections and repairs of the vehicles are performed by local certified repair shops.
- Electric bicycles are rented from a local external provider and maintained on an ongoing basis. E-bikes should be replaced every 3–4 years to ensure customer safety and a positive user experience.
- Trekking bikes are purchased, maintained on an ongoing basis, and checked for proper function after each use.
- Trekking bikes should be replaced every 5–7 years to ensure customer safety and a positive user experience.
- When removed from the company fleet, they should be sold internally at their current market value.

Give Aways

- Giveaways should primarily be selected from sustainably produced items or made from sustainable materials.
- Whenever possible, local suppliers will be given preference in order to shorten transportation distances, strengthen the local economy, and reduce the environmental footprint.
- Collective packaging instead of individual packaging

Reducing Paper and Plastic

Paper consumption has been drastically reduced in recent years thanks to the digitization of the company's internal workflow. The goal is to further reduce paper and plastic waste. The focus is on the following areas:

- Optimizing printing in internal office workflows
- Ordering external printed materials based on actual demand
- Raising awareness within the office about the mindful use of printers and printing paper
- Digitization projects in internal company and customer-related areas
- General paper consumption in the office (e.g., restrooms and the in-house kitchen area)
- Selection of internal and external printed materials made from recycled paper with Blue Angel or FSC certification
- Selection and ordering of refillable items for internal office use, wherever reasonably possible

Energy & Water Use

The office already sources 100% of its electricity from renewable energy sources. In addition, the office has been fully converted to energy-saving light bulbs. We see further potential here in the mindful use of energy and water.

- Using the office's IT equipment in energy-saving mode
- Energy-efficient use of the office's air conditioning and heating systems
- Raising awareness within the office about energy-saving practices
- When purchasing new electronic devices, we prioritize models with an EU energy label rating of Class A through C
- Consistent use of Vienna's high-mountain spring water, which is of the highest drinking quality

Business Trips and Commutes

Our goal is to reduce travel volume and promote environmentally friendly modes of transportation for business travel and internal commutes. We will also revisit the topic of sustainable management of our internal vehicle fleet.

- The principles of "prevention before reduction" and "reduction before offsetting" apply.
- Digital meetings (e.g., via video) take precedence unless in-person attendance is required.
- Travel is planned to be as low-emission, resource-efficient, and cost-effective as possible. Multiple appointments are combined at a single location or along a single route to minimize the number of individual trips.
- For distances under 400 km or travel times under 4 hours, rail travel is generally the preferred mode of transportation. Flights are approved only in justified exceptional cases.
- CO₂ emissions from business travel by airplane are offset.
- Public transportation (train, bus, tram) is preferred over rental cars or taxis. Travel by bicycle, e-bike, or on foot is expressly encouraged and receives organizational support.
- Dienstreisen mit dieselbetriebenen Firmenfahrzeugen werden mithilfe des CO₂ Kalkulators von myClimate analysiert mit dem Ziel, diese zu reduzieren und den CO₂-Ausstoß zu kompensieren.
- Whenever possible, colleagues based in the region take on tasks locally to avoid long commutes

- When selecting accommodations, sustainable options are taken into account and given preference when other options are equivalent.
- The office is well-connected to public transportation. Subway, streetcar, rapid transit, and regional train service are available in the immediate vicinity (<500 m). Using a private car to commute to work is generally not very appealing in Vienna, as short-term parking zones prevail throughout the city during business hours. This encourages commuting via public transportation.
- Every full-time employee is entitled to 6 telework days per month. Part-time employees can take advantage of telework on a pro-rata basis according to their hours of employment. This not only increases employee satisfaction but also reduces employees' commutes.
- Every employee has flexible working hours. This allows each employee to independently plan their commute to the office in a way that avoids predictable traffic jams during rush hour and the associated additional air pollution.
- Every employee can borrow a bicycle from the company's internal fleet free of charge or use it for commuting.
- An electric vehicle charging station has been installed on company premises to promote the purchase and use of electric vehicles internally.
- Employees receive regular training on sustainable driving practices and the use of the company's vehicle fleet.
- Vehicle usage and fuel consumption are consistently tracked using a logbook and continuously analyzed to identify opportunities for improvement and reduction.

Sustainable Sales Partnerships

RAD+REISEN aims to embed sustainability in all areas of its own tourism value chain. Sales partners play a central role in this effort—both as a point of contact with customers and as advocates for the company's corporate responsibility. The overarching goal is to establish long-term partnerships based on continuous improvement and the credible implementation of sustainable measures.

Code of Conduct

The Code of Conduct we have defined serves as a concise guide to sustainable collaboration and is intended to help our sales partners get started with sustainability.

- General sustainability principles are incorporated into cooperation contracts and agreements. These principles include standards regarding
 - environmental and climate protection
 - respect for human rights
 - protection of children
 - fair and ethically sound business practices.
- Distribution partners whose business practices do not yet comply with these principles will receive support in establishing appropriate structures and processes.
- If it proves impossible to maintain fundamental alignment with our values over the long term, we reserve the right to terminate our collaboration.

Sustainability Analysis of Sales Partners

We evaluate our partners' sustainability performance using two key tools:

- Web-based analysis that evaluates publicly available information on sustainability-related activities. This includes the content of company websites, published sustainability reports, and existing certifications.
- In addition, a structured survey is conducted among our sales partners. This survey is designed to identify specific measures in the areas of environmental management, social responsibility, and corporate governance. Partners are asked to provide information on existing sustainability strategies, ongoing initiatives, and current certifications.

Together, these two types of surveys enable a well-founded assessment of the current situation and provide starting points for targeted further development.

For the first time, we are conducting an analysis of the sustainability efforts of our key partners in outgoing and incoming sales. This analysis serves as the foundation for expanding the initiative to all of our sales partnerships. The analysis will be gradually extended to additional sales partners. This creates a dynamic system designed for continuity and progress..

Measures to Promote and Support

To support our partners on their journey toward greater sustainability, we provide a variety of information on the topic of sustainability.

- Through a regular newsletter, we provide updates on current developments within our company, offer insights into ongoing sustainability projects, and share best practices from our partner network.
- In addition, we offer one-on-one meetings to work together on specific improvements.
- Particularly dedicated partners can be highlighted as part of joint marketing initiatives or receive visible recognition through internal awards.

Sustainable Products

On cycling tours, there are no direct emissions generated along the cycling route itself. Compared to a round-trip by car, there is therefore no fuel consumption. Cycling produces no direct exhaust emissions and also promotes the mental and physical health of travelers. Nevertheless, cycling tours have various impacts, both on the local environment and on the local population.

Sustainable Destinations

- The product portfolio should be regularly reviewed with regard to sustainability concerns. An overview of all risk factors in the destinations offered is updated regularly.
- Tours that receive a critical rating are removed from the product portfolio, especially if they have significant negative impacts on local flora and fauna.
- No tours or destinations will be offered that include or offer as optional extras souvenirs made from endangered plant and animal species, or historical and archaeological artifacts.

Sustainable Travel Planning

The greatest impact on sustainability within the product portfolio comes from our in-house tours. These tours are continuously analyzed, and opportunities for improvement are identified. The key to optimizing sustainability for RAD+REISEN's in-house tours lies in the transportation of guests and their luggage during the trips.

Bicycle and Boat Trips

Since the vessels used are chartered during the season, our ability to influence the propulsion technologies used is limited. Our scope for improving sustainability lies in the

- offsetting the CO₂ emissions generated,
- the day-to-day operations on board the vessels during the season,
- ongoing communication with the vessel owners, and
- participation in sustainability workshops and informational events at shipping conferences..

Compensation

The CO₂ emissions generated by the ships' ongoing operations during the season are calculated and offset using the [CARMACAL](#) analysis tool.

Day-to-Day Organization on Board

- Wastewater on board is filtered using a certified [Qua-vac treatment system](#), purified with the help of specific bacteria, and treated. The treated water is then discharged back into the river, while the filtered sludge is regularly disposed of in accordance with regulations.
- Measures to reduce plastic use on board are regularly evaluated and implemented as necessary.
- Primarily regional wines are served on board. The selection of regional products is to be expanded.
- The loading of necessary supplies onto the ship is optimized with regard to transportation routes. Loading takes place exclusively in Passau and Vienna to ensure short transportation distances.
- A bicycle mechanic is always on board to immediately resolve any issues with the bicycles. This minimizes additional transportation distances

Excursions & Guided Tours

- Regional excursions are offered as bookable add-on services. These should be regularly evaluated, and opportunities for improvement discussed with the providers.
- Our excursions do not harm people, animals, plants, or natural resources.
- Regular communication with excursion providers regarding existing opportunities for sustainability
- Guided city tours are offered by bicycle as well as on foot.
- Buses for various excursions are booked efficiently, and minimum participant numbers are required.
- Regional attractions, specialties, and places to stop for refreshments during the bike tour are presented as POIs (Points of Interest) in the travel documents and on-site.
- Tour guides and culinary guides are experts or have regional roots in the respective areas. They possess comprehensive knowledge of the area and inform guests about the region's unique features. They are employed in accordance with national labor laws and hold current first-aid certification.
- Tour guides and culinary guides receive annual training on procedures and safety issues. Sustainability topics are to be integrated into the training curriculum and continuously expanded upon.

Round trips

On round trips, guests change hotels every day. Their luggage is transported to the next hotel as they go.

Hotel Partnerships

For the independent travel packages we offer, we operate primarily in areas with a low density of hotels. For this reason, we are also dependent on the existing hotel offerings in order to provide our products. Our influence on the sustainability efforts of our partner hotels consists of the

- definition and integration of fundamental sustainability standards into the partnership agreements. The Code of Conduct for our partnerships serves as a fundamental prerequisite for our collaboration. Acceptance of this code, as well as respect for core human rights, is included annually in existing and new hotel contracts.
- Providing ongoing information on sustainability topics to keep the issue top of mind. Through regular sustainability newsletters, we inform our partner hotels about our sustainability policy, as well as our goals and measures.
- Analysis of our hotel partners' sustainability efforts through online research and in-person discussions.

Luggage Transport and Included Services

- Luggage transport is logistically optimized, and the frequency of trips is planned based on available resources and cost-effectiveness.
- Luggage drivers receive regular training in sustainable driving practices. Replacement rental bikes are placed at strategically important locations to provide immediate and quick solutions in case of problems. As a positive side effect, the logistics route is optimized.
- CO₂ emissions caused by luggage transport are calculated using the [CARMACAL](#) analysis tool and offset.
- Regional attractions, local specialties, and places to stop for refreshments during the bike tour are featured as POIs (Points of Interest) in the travel documents.
- If transfers within a day's stage are necessary or possible, only public transportation is included as part of the package, or its use is recommended.

Centre-based tours

Route-based tours are characterized by travelers staying at a specific hotel throughout the trip and taking day trips from there.

Our route-based tours consistently feature regional producers and attractions, which are included in the tour price. This gives customers the opportunity to sample and purchase regional products while also gaining an in-depth understanding of the region. Examples of included services are:

- Meals and tastings at regional producers and vendors
- Summer Cards or Regio-Cards, which allow you to take advantage of the wide range of services available in a region..

Sustainable Communication

Before Booking and Before Departure

- Our travel specialists receive ongoing professional development and product training so they can provide comprehensive advice to those interested in travel
- The privacy and data protection of our guests are our top priority
- Our sustainability communications comply with the EmpCo Directive (Directive (EU) 2024/825)
- Our guests are informed about health and safety risks at their destination.
- Travel documents include comprehensive information on eco-friendly ways to get to and from the destination. We encourage the use of public transportation to help make the entire trip as climate-friendly as possible.

During the trip

- The travel documents include tips and recommendations for sustainable behavior during the trip. Local restaurants, shops, attractions, and local transportation options are featured in the travel documents with the goal of supporting the local economy.
- Our guests are made aware in the travel documents of potential illegal souvenir purchases and the exploitation of children and local residents.
- Our service package includes a 24/7 emergency hotline that our guests can contact
- Travelers are informed about the CO₂ emissions generated and provided with information on voluntary offset options.

After the trip

- We measure customer satisfaction to identify areas for quality control, optimization, and further development.
- We incorporate sustainability as an integral part of our customer satisfaction survey.
- Guests are offered various channels for submitting feedback and complaints. We view critical feedback as an opportunity to improve the quality of our products.