Supplier Code of Ethics

Ethical, Social and Environmental Commitments in the Supply Chain
Italyscape S.r.l. Benefit Corporation

1. Introduction and Scope of application

Italyscape S.r.l. Società Benefit is an Italian Destination Management Company committed to developing ethical, responsible and sustainable tourism.

This Supplier Code of Ethics sets out the principles and standards of conduct expected of all suppliers and operational partners who contribute to creating authentic, responsible and sustainable travel experiences.

Signing this Code is a prerequisite for establishing and maintaining business relationships with Italyscape.

2. Our Shared Values

Italyscape selects and works with suppliers who share its vision of tourism as a means of creating value for people, destinations and local communities.

In particular, our relationships are based on the following values:

- Integrity and fairness in professional relationships
- Respect for and dignity of every individual, without any form of discrimination
- Responsibility towards travellers, colleagues and host communities
- Protection of health and safety
- Environmental, cultural and social sustainability
- Promotion of authenticity and local heritage

These principles reflect Italyscape's identity as a Società Benefit (Benefit Corporation) and its commitment to generating a positive and measurable impact.

3. Implementation and Continuous Improvement Approach

Italyscape adopts a collaborative and progressive approach to the implementation of this Supplier Code of Ethics.
Compliance with the principles set out herein is based on a relationship of trust, dialogue and continuous improvement, tailored to the nature, size and operational context of each supplier.

Italyscape embraces a partnership model based on co-creation rather than a prescriptive or purely formal approach, recognising that sustainability is a journey built over time.

4. Health and Safety

The health and safety of all individuals involved in travel experiences are an absolute priority.

Suppliers commit to:

- Operate in full compliance with applicable health and safety legislation, including occupational health and safety regulations.
- Adopt all necessary measures to prevent risks to workers, travellers and third parties.
- Use suitable and safe equipment, vehicles and tools that are regularly maintained.
- Promptly inform Italyscape of any risk situations, incidents or issues of concern.

This Code complements and supports Italyscape S.r.l.'s Supplier Health and Safety Commitment, which forms an integral part of the collaboration agreements and must be signed separately by the supplier.

Where necessary, Italyscape may support suppliers through discussions or clarification sessions regarding the required safety standards, with the aim of promoting their proper implementation and continuous improvement.

5. Respect for People and Inclusion

Italyscape promotes an inclusive and respectful working environment and travel experience, free from any form of abuse or discrimination.

Suppliers commit to:

- Treat every individual with respect, courtesy and professionalism.
- Avoid any form of discrimination based on gender, age, origin, religion, sexual orientation, disability or any other personal characteristic.
- Prevent and address harassment, offensive language, intimidating behaviour or humiliating conduct.
- Ensure respectful and safe interactions with travellers, colleagues and local communities.
- Comply with the internal Human Rights Policy, available on our website.

6. Traveller Protection and Quality of Experience

Suppliers represent Italyscape at the destination and directly contribute to the quality of the experiences enjoyed by travellers.

Suppliers are expected to:

- Act with professionalism, punctuality and reliability.
- Honour the agreed terms regarding the content, duration and delivery of experiences.
- Communicate clearly, accurately and transparently.
- Promptly report any unforeseen circumstances or necessary changes.
- Behave in a manner consistent with Italyscape's image and values.

7. Environmental Responsibility

Italyscape promotes a form of tourism that minimises environmental impact and protects natural heritage.

Suppliers are encouraged to:

- Adopt practices that minimise waste, pollution and excessive resource consumption.
- Reduce the use of plastic and single-use materials.
- Respect natural ecosystems and protected areas.
- Encourage travellers to adopt responsible and environmentally respectful behaviours.

Suppliers are also encouraged to identify and share, including through informal channels, practices already in place or under development aimed at reducing the environmental impact of their activities, thereby fostering the exchange of good practices throughout the supply chain.

8. Enhancement of Local Areas and Communities

Italyscape recognizes the value of local expertise and encourages suppliers to actively contribute to the design of authentic experiences, while respecting host communities and their social and economic dynamics.

Suppliers commit to:

- respect the traditions, culture, and identity of local areas;
- foster positive relationships with local communities;
- avoid practices that may have negative social or cultural impacts;
- promote authentic, responsible, and mindful tourism.

9. Legality, Transparency and Integrity

Suppliers must operate in compliance with all applicable laws and regulations.

In particular, they undertake to:

- comply with tax, administrative, and contractual regulations;
- refrain from any corrupt practices or improper conduct;
- neither offer nor accept undue advantages;
- ensure transparency in their financial and professional dealings with Italyscape.

10. Confidentiality and Data Protection

Suppliers undertake to:

- treat all information received from Italyscape as confidential;
- protect travelers' personal data in compliance with applicable legislation;
- refrain from using information or images for unauthorized purposes.

11. Monitoring, Reporting and Consequences

Italyscape reserves the right to monitor compliance with this Code through measures that are proportionate and consistent with the collaborative relationship, prioritizing dialogue and direct communication.

Such measures may include, by way of example:

- requests for clarification or discussion;
- structured or informal opportunities for dialogue;
- simple self-assessment tools tailored to the size of the supplier.

The purpose of monitoring is not to impose sanctions, but to gain an understanding of existing practices and identify opportunities for shared improvement.

Any conduct that is inconsistent with the principles set out in this Code may be reported at any time by writing to: etica@italyscape.com.

12. Acceptance

Italyscape considers this Supplier Code of Ethics a living document, intended to evolve over time in line with its sustainability journey and with the contribution of partners who share its values.

By signing this Supplier Code of Ethics, the supplier declares that they:

- have read and understood the principles set out in this document;
- undertake to comply with these principles in the performance of their activities;
- share Italyscape's vision of ethical, responsible, and sustainable tourism.

Supplier's Legal Name _____

Place and Date _____

Name, Surname, and Role of the Contact Person _____

Signature for Acceptance_____

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