



SUSTAINABILITY FOOTPRINT REPORT

CLIENT: WAMOS
ASSESSED BY: EARTH 51
JANUARY 2021

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ABOUT WAMOS

Based in Lisbon, Portugal, WAMOS is a travel company that has a strong focus on both integrity & a social responsibility to their communities. They do this by carrying out actions to support social causes & are now strengthening their actions towards a firm commitment to reduce CO2 emissions. As well as this, the company seeks to improve their customers' experiences and strive to provide full customer satisfaction.

In addition, WAMOS has a strong focus on customer orientation and teamwork, by giving 650,000 passengers yearly a service that listens and values their customers. Founded in 2003, the travel company continues to grow and is eager to adapt, learn and grow as a community to provide a better service for all.

CONTEXT OF DISCOVERY

As part of its strategy to grow sustainably, WAMOS has seriously considered the positive impacts that SDGs would have on its overall operations and business value chain.

They were particularly interested in a proactive methodology that goes beyond limiting the negative impacts of a business and embrace a model which encourages organisations to use its influence to create a better place for its employees, customers and consumers.

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We don't inherit the world from our parents, we simply borrow it from our children.



OUR APPROACH

Too often, companies take an approach to focus on 3-4 areas of sustainability which are most relevant to their core line of business. For instance, food retail has an inherent focus on food waste, packaging & supply chains. Yet, every business has a much larger sphere of influence on peripherals such as hiring diverse employees, providing skills and education to girls in STEM, creating products for marginalised sections of society etc. Our approach focusses on an organisation as a whole, the sum of its parts delivering incremental impact which results in delivering transformational change. To help organisations embrace the widest spectrum of sustainable practices, we use the United Nations SDGs as a backdrop to our assessments and analysis.

Our aim at EARTH 51 is to inject a holistic outlook on existing sustainability practices and help organisations tell a powerful story to governments, customers, employees & investors.

BENEFITS OF REPORTS

It is key for us to provide WAMOS with a view of their performance in its entirety which highlights both areas of positive actions as well as those needing improvements. Whilst this gives WAMOS a platform to start working with, our findings help add visibility and lend clarity on the progress to the extended touch-points of their organisation.

The ability to do this right also has a tremendous impact on brand equity, reputation and makes WAMOS a far more marketable entity as customers, donors and employees gravitate to be part of an organisation that has a longer-term vision of creating a better organisation for a better world. One of the key advantages of having this information to hand is the ability to share it with stakeholders - employees, industry, investors, local government and partners across the value chain.

Finally, most organisations showcase their strong performances but rarely do they allow others a glimpse into areas that they are working on trying to make improvements in. Providing this level of transparency builds trust with various groups an organisation is associated with and is a critical step in moving up the maturity curve.





METHODOLOGY

At EARTH 51, we take the time to understand the current state of an organisation from a sustainability standpoint. We measure the contribution both intrinsically as well as the impact on the ecosystem they operate in. An added advantage is that our framework covers critical areas such as gender diversity, health, climate action, hunger, poverty, water, sanitation, education and others. This approach allows organisations to thread sustainability into their organisational DNA and provides a holistic view on real impacts both in and outside of the organisation.

Through this process, we are able to define the current sustainability index called the “Earth Score®” & work with organisations on focussed areas of improvement, hand-hold them through the process of integrating metrics into the value chain and finally, deliver a publicly reportable performance summary of the organisation’s efforts towards threading sustainability into their strategy. The backdrop to this approach is framed in the UN SDGs. These are a set of goals for the world to ensure that we move our planet forward in a way that is comprehensively sustainable. In this report, we have completed the scoring of the following UN SDGs - **2, 4, 6, 8, 10, 12, 13, 15, 16 & 17** which included a discovery, assessment of the organisational capabilities on sustainability, focussing on specific areas to improve upon and integrating incremental methods of improvement into their organisational value chain.

$$\text{WAMOS feedback}^{(70\%)} \times \text{EARTH 51 POV}^{(30\%)}$$



Weighted Average



SOCIAL UPLIFT IN PORTUGAL



It is imperative that we integrate the efforts and align global goals to Portugal priorities and the organisational objectives of WAMOS. Unless we synchronise these collective efforts, we never truly achieve transformational change. Hence, WAMOS's leadership team decided to align themselves to 10/17 UN Sustainable Development Goals to ensure maximum impact on the Portugal governments' priority list.



SUSTAINABILITY FOOTPRINT



Sustainable organisations have a strong history of out-performing their peers. The general wisdom is that organisations embracing sustainable practices will have a head-start of between 5-15 years over those businesses that fail to thread sustainability into their DNA. We are cognizant that most companies have started along this journey, but rarely have the capabilities to see their own progress being so close to the operational setup.

The figure on the left helps present the overall progress of WAMOS's sustainability footprint on a single page. It is quite evident that WAMOS scores highest on reducing inequalities, in making tremendous progress in the area of education and the work being carried out to enhance strong institutions & create innovative new sustainable methods for decent work and economic growth.

This image also reflects areas that WAMOS can focus on for the future as it continues to strengthen its sustainability journey.



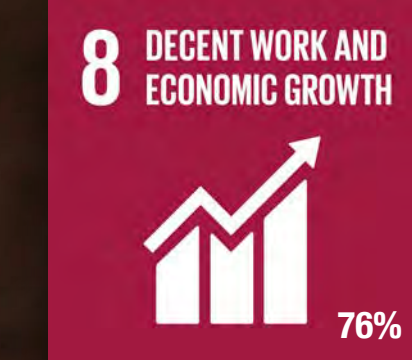
The WAMOS group has used the services of a nutritionist in the past to ensure employees get nourishment at the workplace. They recognise that businesses have a responsibility towards environmental impacts of agricultural production within the supply chain. They are also understanding of the fact that businesses have considerable influence on hunger & people's access to food, particularly the poor & vulnerable. The WAMOS group is keen on raising awareness initiatives amongst employees to provide food for the homeless and needed. The WAMOS group is also developing internal programs to improve and increase the awareness of employees on sustainable food consumption through training, counselling & workplace programs.



The WAMOS group has consistently attempted to help further education for very young children through educational vouchers, health insurance for children and flexi-working facilities for parents. They have also provided numerous trainings and skills enablement programmes through tourism schools, agencies and other academic institutions. They provide 90 day internships to young people as well as familiarisation trips & destination trainings for on the job skills for their employees.



The WAMOS group understand the impact of business's own current and long-term water use either through water withdrawals or discharges. They also understand how access to safe and affordable water impacts communities. They are keen to educate their employees, clients and suppliers on these adverse impacts creating clear information and measures for water safety within all the organisation. The WAMOS group is interested in engaging in multi-stakeholder collaboration to address the cumulative impact of water resource management.



The WAMOS group regularly mentors new entrepreneurs within an early-stage start-up community. They are conscious of creating skills to help grow the Portuguese economy in the coming years. They also participate in open innovation projects and help startups co-develop in-house technology for the tourism industry. They are heavily invested in supporting the youth by ensuring equal opportunities for all employees regardless of age.



Elevate income levels	67%
Empowerment & inclusion	95%
Discriminatory laws	78%
Social protection	83%
Monitoring global finance market	100%
Safe migration	-

Sustainable consumption and production	38%
Sustainable management	38%
Food waste	50%
Management of chemical and waste	60%
Reduce waste generation	43%
Adopt sustainable practises and reporting	38%
Sustainable public procurement practices	33%
Understanding of sustainable lifestyles	33%

Climate resilience	33%
Integrate climate measures	-
Awareness of climate change	38%

Freshwater Ecosystems	22%
Sustainable forests	38%
Combat desertification	-
Mountain ecosystems	38%
Loss of biodiversity	38%
Genetic resources	-

WAMOS has a heavy focus on reducing inequalities across its offices and value chains - 75% of its leadership team in 70 stores across Portugal are all women. They provide all the adequate social protection benefits such as parental leave, bonuses and vacation periods for their employees. They help increase the income level of employees through employment practices and higher than minimum wage payments and by promoting appropriate rates practices.

The WAMOS group is sensitive on reducing waste and adopting sustainable practises in an industry which is very paper intensive. They have an on going no paper policy in the workspace that will be enhanced towards reducing paper use to a minimum. They are currently reviewing the brands merchandising and client gifts inventory, to implement a no plastic POS & merchandising policy for the future.

They are currently in deliberation over promoting near employees the daily use of the services of organisations like "Too good to go" to ensure that as much food gets recycled versus being disposed off whilst still in good condition.

The WAMOS group is raising awareness and understanding among clients, investors and employees about climate change and natural disaster reduction. They are also aware that there is a lot more to do, but highly motivated to use their brand influence across the country to drive climate change.

They want to help increase corporate and societal adaptive capacity and resilience, and advance GHG emissions reductions & reduce supply chain vulnerabilities. They are in the process of evaluating a response network of stakeholders and communities on climate & natural disaster related impacts.

The WAMOS group is well aware that the tourism sector has a strong role to play in mitigating and influencing again species loss. They are also extremely conscious of the impact of business on deforestation and hence have a no paper policy in place. They have reduced their environmental footprint by 22,000 trees every year since this policy came into effect.

That equates to offsetting approximately 2.2 million kg of carbon dioxide from the air. Furthermore they are creating travel programs that help to increase travellers awareness on endangered ecosystems.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS
81%

17 PARTNERSHIPS FOR THE GOALS
62%



THE WAMOS FOOTPRINT

Based on our assessment and the feedback from WAMOS, we can conclude that WAMOS has demonstrated serious intent to proactively thread sustainability into its business operations.

We are pleased to award WAMOS a SILVER status for having successfully assessed 10 of the United Nations Sustainable Development Goals.

Reduce violence everywhere	-	Domestic revenue collection	95%
Protect children from exploitation and violence	62%	Mobilise financial resources	78%
Promote the rule of law	95%	Implement investment promotions	83%
Combat organized crime and illicit finance	-	Support nations support for SDGs	38%
Reduce corruption and bribery	62%	Enhance policy coherence	33%
Develop effective and transparent institutions	88%	Enhance global partnerships	-
Representative decision making	83%	Promote public private partnerships	38%
Protect fundamental freedoms	95%	Develop measurements for sustainability	67%

10+
Goals

SILVER



The WAMOS group is conscious of local laws and regulations in relation to child labour, including socio-economic environments in which children may be forced to work rather than receiving education. They plan to put in place alert hubs & where Child labour is discovered, removing them from the situation immediately & put in place remediation procedures to ensure their safety.

They are also ensuring suppliers do not employ children and will be requiring suppliers to prove this through audit documentation demonstrating robust mechanisms in place for respecting children's rights.

The WAMOS group has all the adequate policies in place, and where there are gaps identified as a result of this exercise, they are moving swiftly to close any flaws in their policy documents. They strongly oppose any form of tax avoidance and focusing on joint development programs that create decent jobs, pay salaries at a higher than minimum living wage & aim to empower people and restore the environment.

They identify & test for best practices for public-private partnerships through exchanging knowledge and experiences & in turn, use these guides on best practice in capacity-building programs and trainings.

SOCIAL UPLIFT IN PORTUGAL

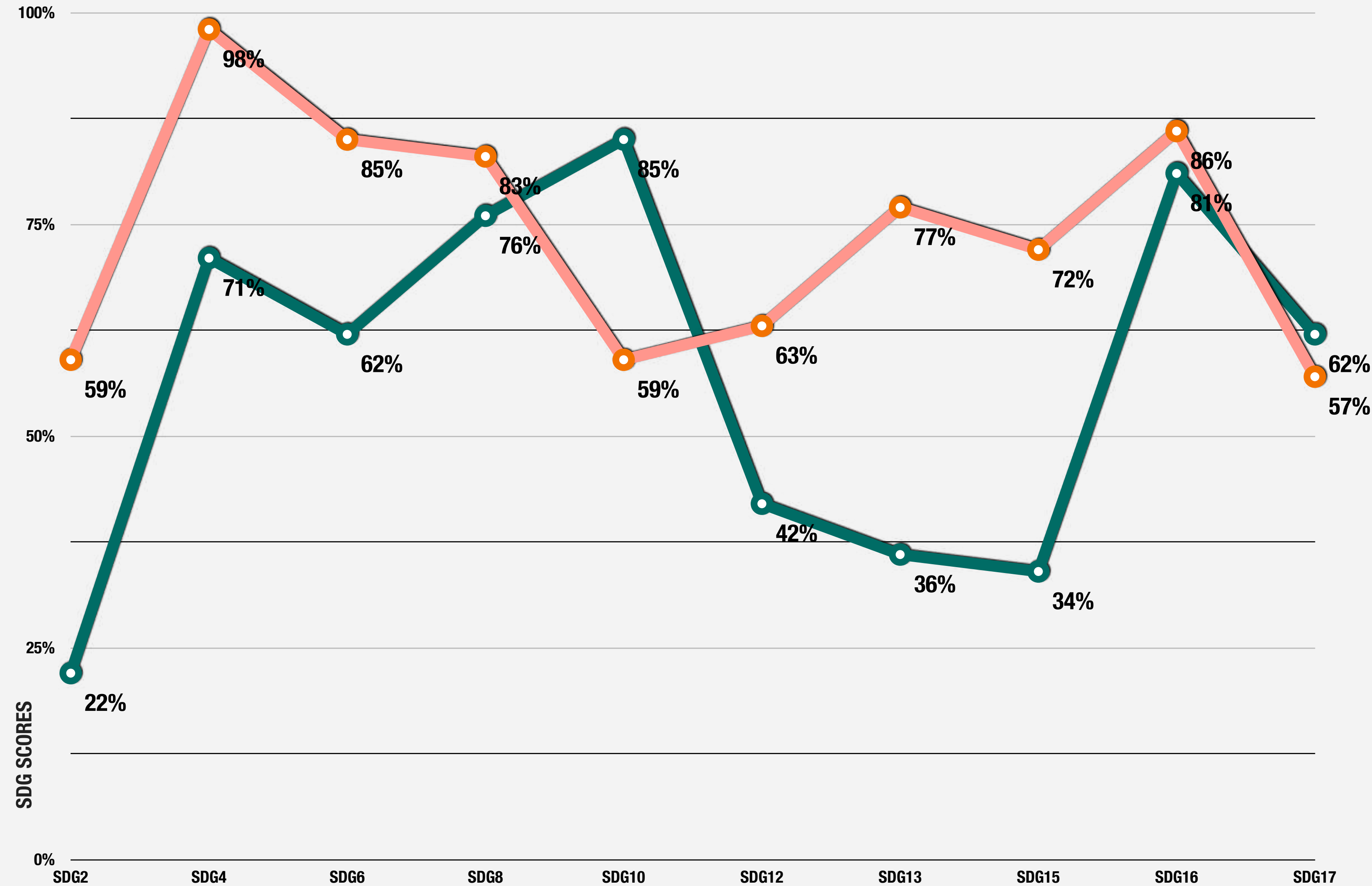


WAMOS has been driving sustainable change consistently as it reflected in its EARTH SCORE of 56%.

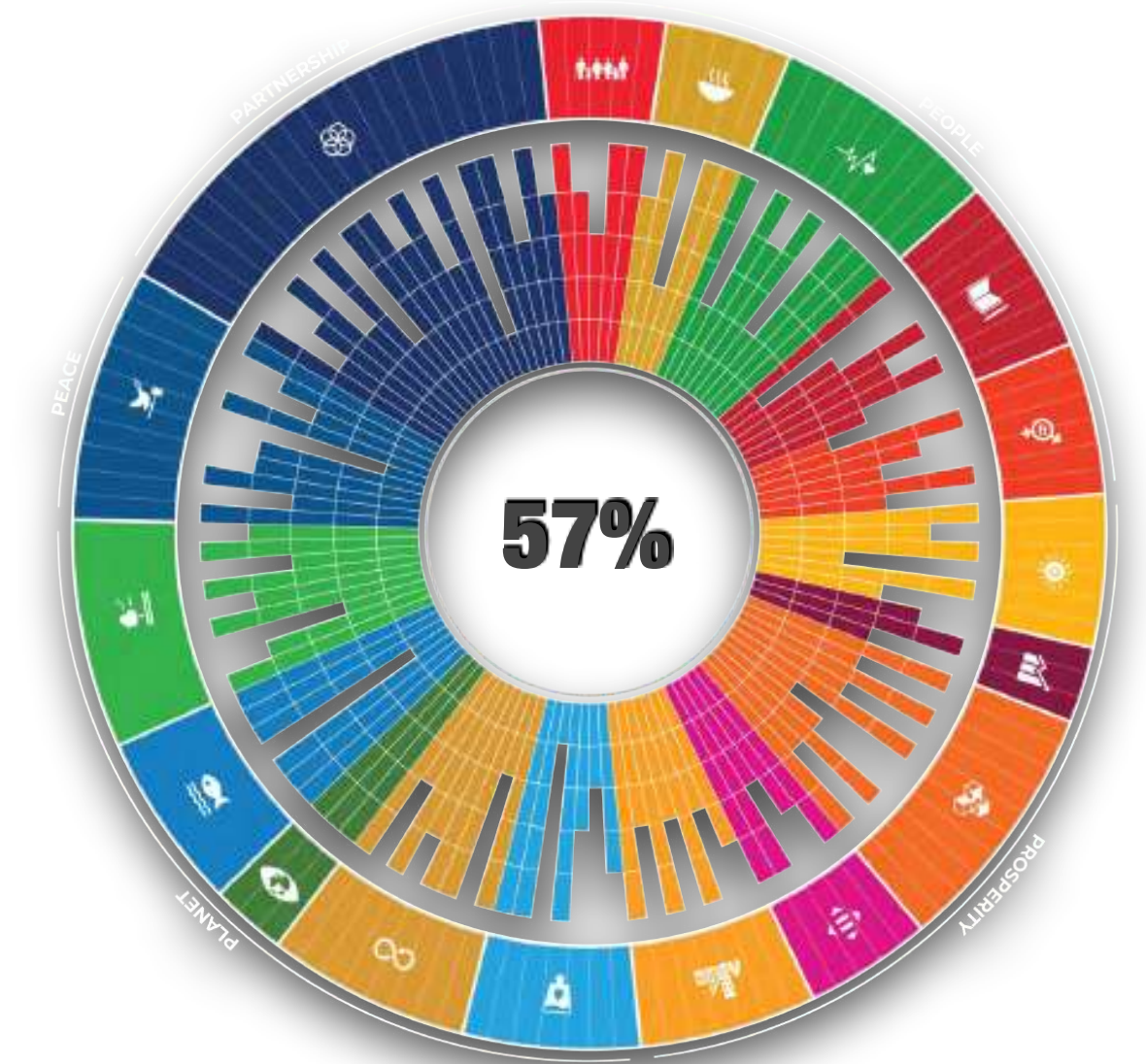
In addition, WAMOS has consistently been close Vs the Portuguese scorecard and helping the country embrace a more sustainable way of life. As witnessed by the graph on the left, WAMOS deliver great impact across nearly every area of the UN SDGs but there is still opportunity to improve and grow as a company.

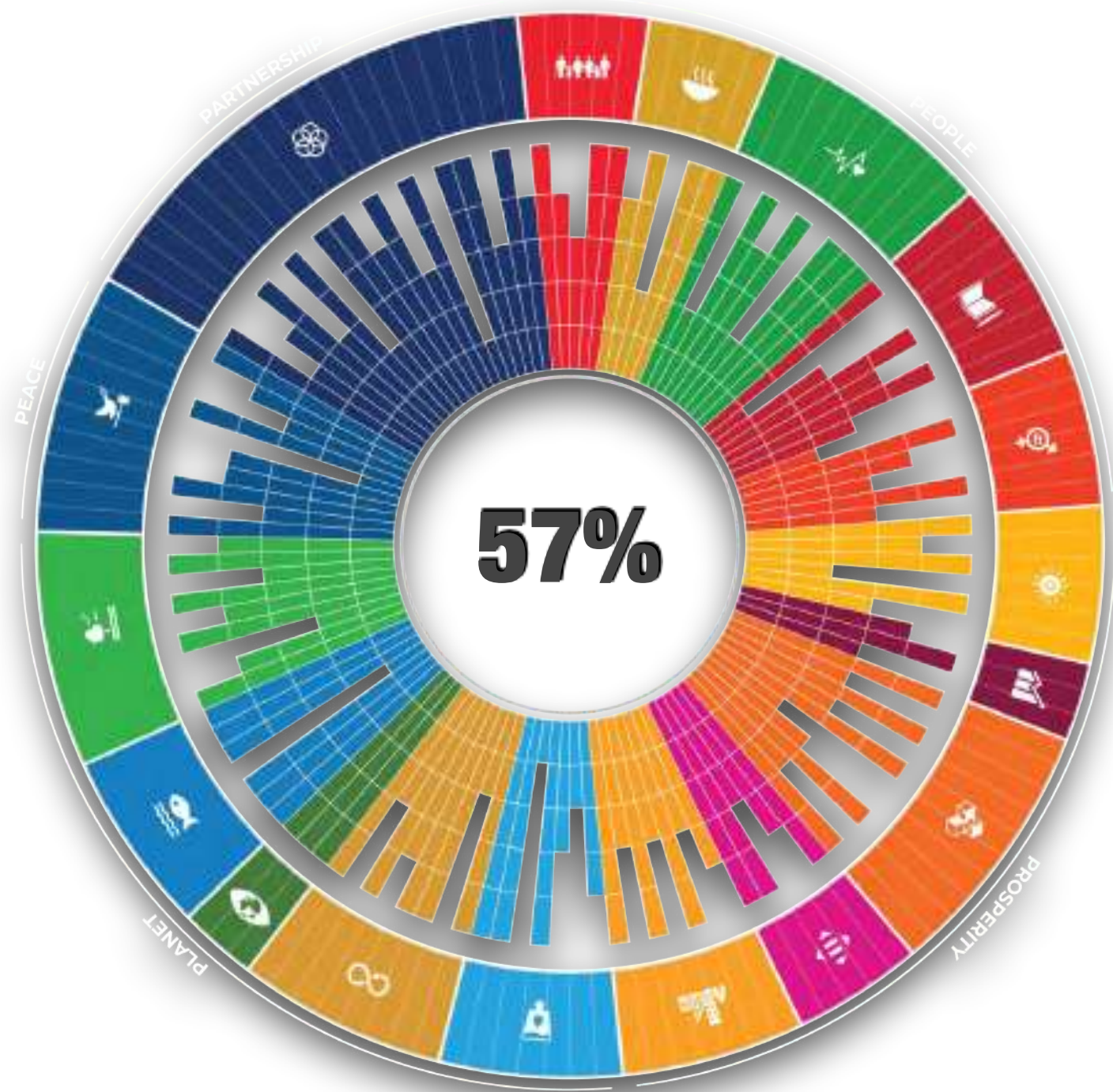
○ PORTUGAL SDGs

○ WAMOS SDGs



WAMOS EARTH SCORE®





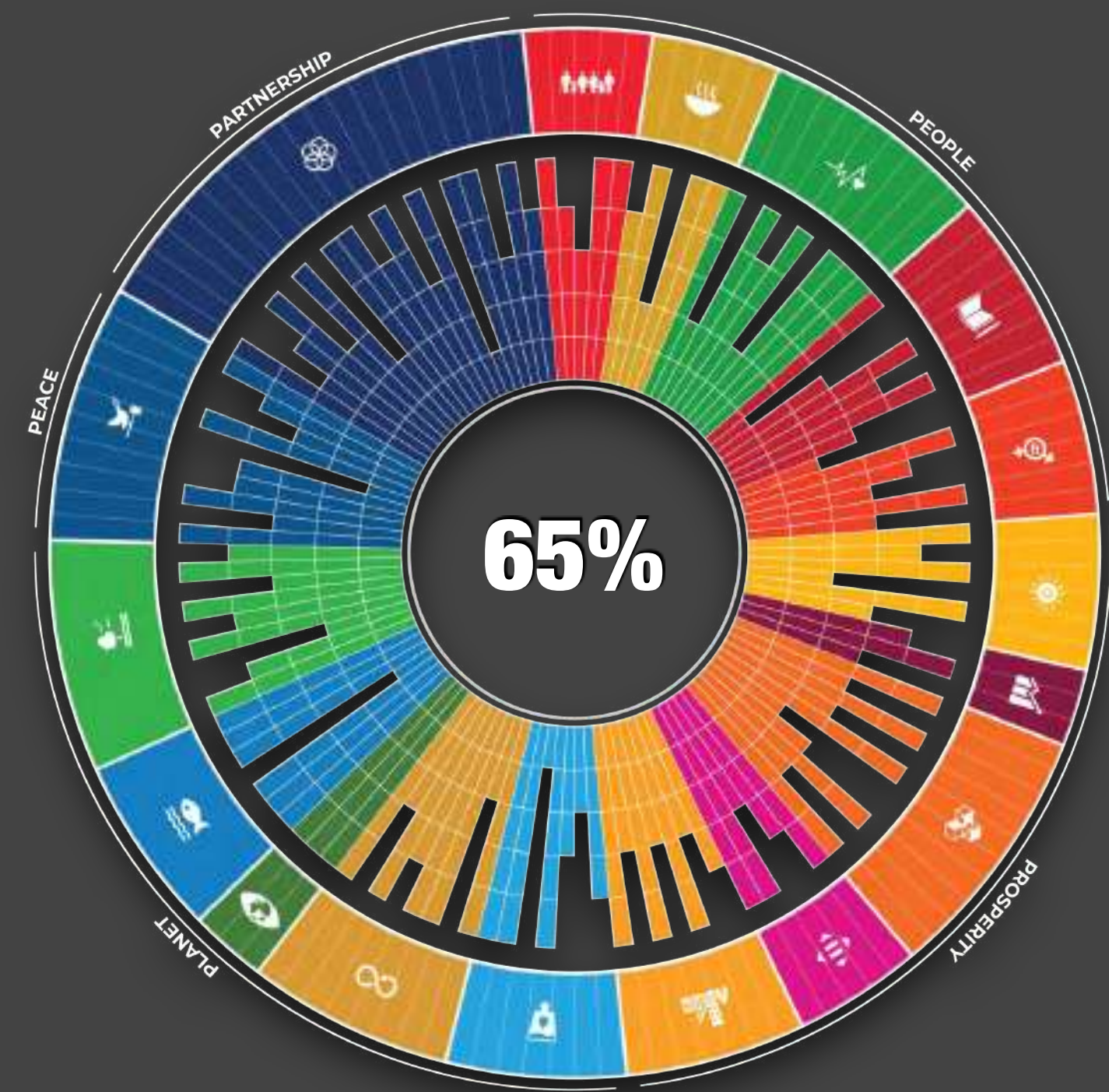
The above image indicates the average score per SDG goal yielding an average percentage score across all 10 goals scored.

The EARTH SCORE is a collective quantitative score against all areas assessed by WAMOS. A score of 57% sets the baseline as of September 2020. Establishing a stake in the ground gives us a good measure of where WAMOS currently is and to develop a plan to continue to integrate sustainability measures into its operational strategy.

PREDICTED EARTH SCORE



The figure below indicates the potential EARTH SCORE for WAMOS over a 12 month roadmap. In our experience, clients who focus on 8-10 tactical changes in areas in need of greatest improvement see quick results in their sustainability footprint.



CLOSING THE GAP

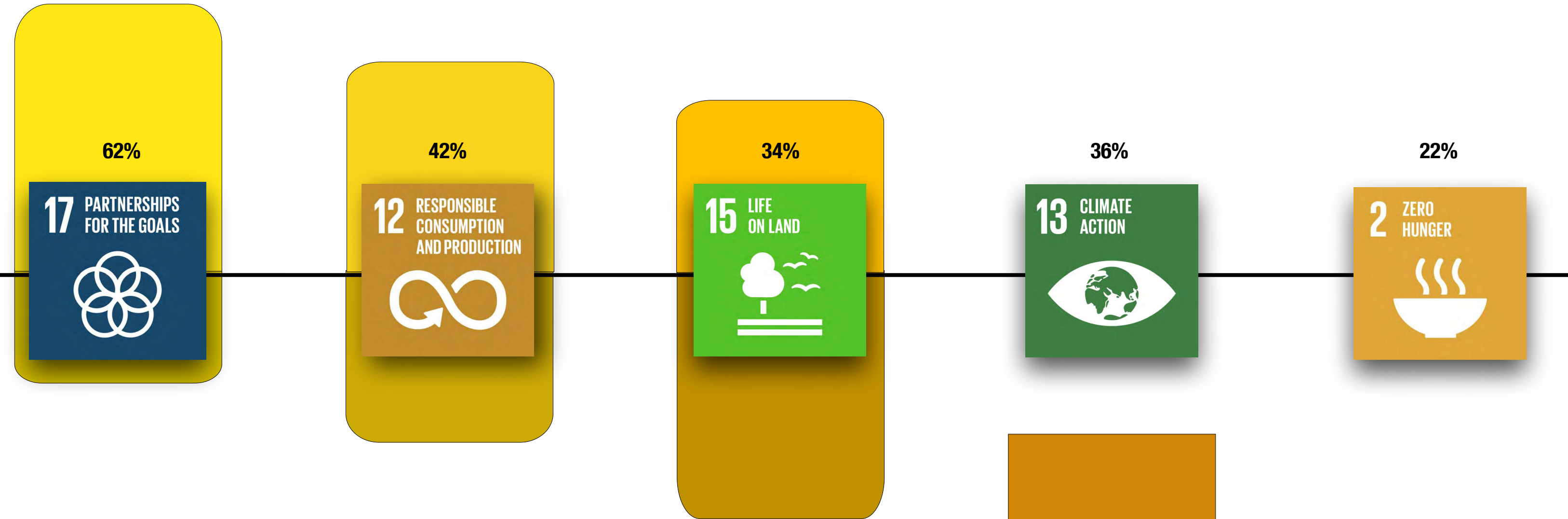


75% [AVERAGE]

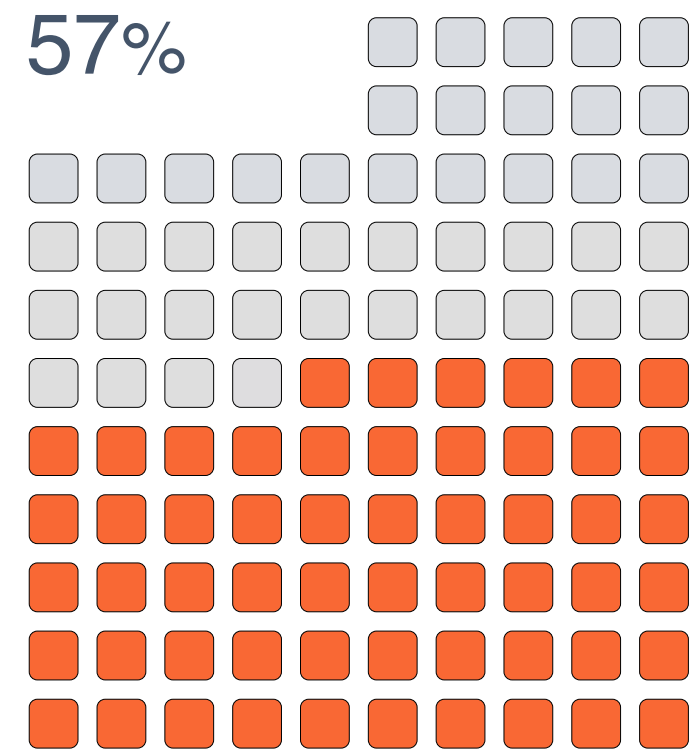
High Performance Goals

39% [AVERAGE]

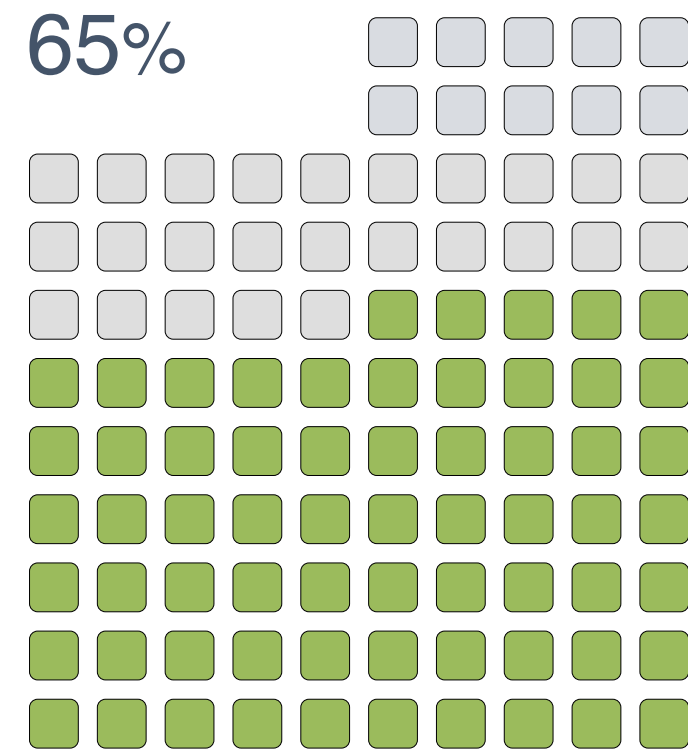
Future focus areas



CURRENT EARTH SCORE



PREDICTED EARTH SCORE



The assessment with WAMOS has resulted in higher than average scores across every facet of the UN SDGs.

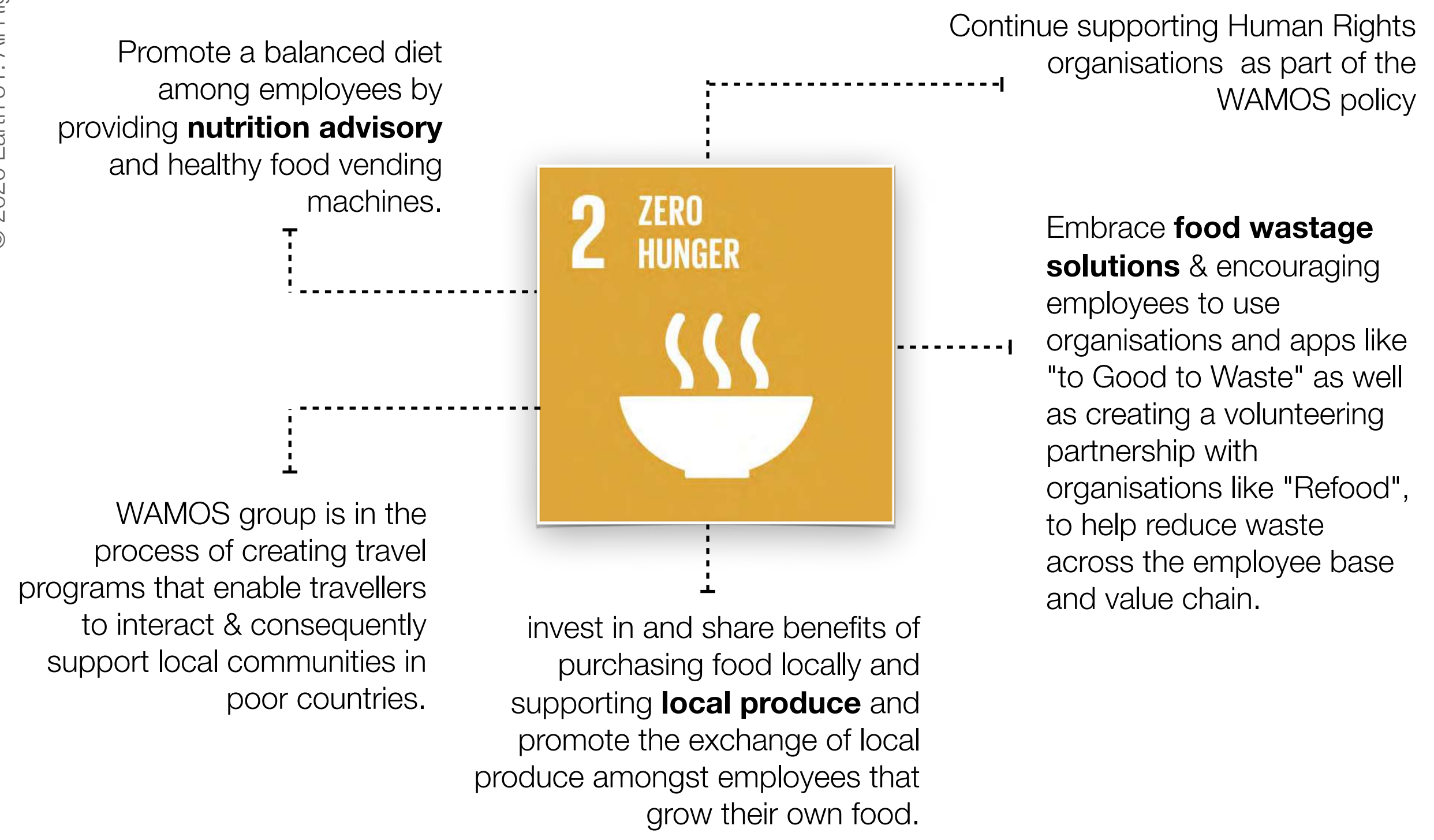
To ensure continuity of the good progress that WAMOS has made, our advice is to continue to focus on the standout goals and build resilience into the operations to ensure sustainable growth is maintained irrespective of the macroeconomic factors.

Whilst we proceed with the above, in parallel, we have some tactical suggestions for the team at WAMOS which can be incorporated into their sustainability roadmap for the coming months. We have taken into consideration the impact of Covid-19 into these recommendations which follow on the next page.



RECOMMENDATIONS

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MORE ABOUT GOAL 2

After decades of steady decline, the number of people who suffer from hunger as measured by the prevalence of undernourishment began to slowly increase again in 2015. Current estimates show that nearly 690 million people are hungry, or 8.9 percent of the world population – up by 10 million people in one year and by nearly 60 million in five years. The world is not on track to achieve Zero Hunger by 2030. If recent trends continue, the number of people affected by hunger would surpass 840 million by 2030.

With more than a quarter of a billion people potentially at the brink of starvation, swift action needs to be taken to provide food and humanitarian relief to the most at-risk regions. At the same time, a profound change of the global food and agriculture system is needed if we are to nourish the more than 690 million people who are hungry today – and the additional 2 billion people the world will have by 2050. Increasing agricultural productivity and sustainable food production are crucial to help alleviate the perils of hunger.

Source: United Nations

RECOMMENDATIONS



MORE ABOUT GOAL 6

Billions of people throughout the world still lack access to safely managed water and sanitation services and basic hand-washing facilities at home, which are critical to preventing spreading the spread of COVID-19. Immediate action to improve Water, Sanitation and Hygiene for All (WASH) is critical to preventing infection and containing its spread. In 2017, only 71 per cent of the global population used safely managed drinking water and just 45 per cent used safely managed sanitation services, leaving 2.2 billion persons without safely managed drinking water, including 785 million without even basic drinking water, and 4.2 billion without safely managed sanitation. Of those, 673 million persons still practised open defecation.

In 2017, 3 billion persons lacked soap and water at home. In 2016, 47 per cent of schools worldwide lacked handwashing facilities with available soap and water, and 40 per cent of health-care facilities were not equipped to practise hand hygiene at points of care.

RECOMMENDATIONS

Though social media and other comms, help raise **consumer awareness** and promote consumer education to improve their willingness to engage in sustainable consumption



Efficient recycling policy throughout the entire operation & grow our No Plastic & No Paper policies to cover the entire **value chain** stakeholders

Develop and promote travel programs that include sustainable action, bypassing the big vendor groups and engage/help the local economy with fair trade policies. Also, make travellers more aware of sustainability issues, including identifying and promoting the use of tourist specific products with **sustainable labels**

MORE ABOUT GOAL 12

Worldwide consumption and production, a driving force of the global economy, rely on the use of the natural environment and resources in a model that continues to lead to destructive impacts on the planet. The pandemic offers countries an opportunity to build a recovery plan that will reverse current trends and change consumption and production patterns towards a sustainable future.

RECOMMENDATIONS



Consider offsetting CO2 emissions for clients as part of the benefits of traveling whilst creating itineraries. The final goal should be to achieve a **Net zero Carbon status**



Promote the use of electric "TVDE" vehicles weaning off the traditional "taxi". Make bikes available for employees to freely use on short trips. Finally, promote the purchase of hybrid/ electric vehicles for the company fleet

MORE ABOUT GOAL 13

Climate change is affecting every country on every continent. It is disrupting national economies and affecting lives. Weather patterns are changing, sea levels are rising, and weather events are becoming more extreme. Although greenhouse gas emissions are projected to drop about 6 per cent in 2020 due to travel bans and economic slowdowns resulting from the COVID-19 pandemic, this improvement is only temporary.

Climate change is not on pause. Once the global economy begins to recover from the pandemic, emissions are expected to return to higher levels. Saving lives and livelihoods requires urgent action to address both the pandemic and the climate emergency.

RECOMMENDATIONS

Use our marketing actions to **create awareness** around a more clean, perpetual and fair Planet



Contribute to the proliferation of wild reserves and national parks, hiring services that bring environmental fees and responsible visits to these **environmental protection programs**

Consider stopping the support of animal cruelty when building itineraries for clients and educating them on the harmful impact of **species loss** due to unnatural animal habitats

Implement ECOSIA as the official search engine to contribute to **reforestation** actions worldwide



RECOMMENDATIONS

Building **sustainability monitoring and reporting** systems against international standards and commonly agreed SDG indicators



Working together with other businesses to support international cross-sector initiatives and to reach global alignment on sustainable business behaviour with an aim to make sustainability **“business as usual”**

Entering into transparent and accountable **partnerships with governments**, civil society and all other relevant actors in sustainable development

MORE ABOUT GOAL 15

Nature is critical to our survival: nature provides us with our oxygen, regulates our weather patterns, pollinates our crops, produces our food, feed and fibre. But it is under increasing stress. Human activity has altered almost 75 per cent of the earth’s surface, squeezing wildlife and nature into an ever-smaller corner of the planet. Around 1 million animal and plant species are threatened with extinction – many within decades. The report called for transformative changes to restore and protect nature. It found that the health of ecosystems on which we and all other species depend is deteriorating more rapidly than ever, affecting the very foundations of our economies, livelihoods, food security, health and quality of life worldwide.

MORE ABOUT GOAL 17

Strengthening global partnerships and enhancing the means of implementing the Goals have remained a challenge owing to scarce financial resources, trade tensions, technological obstacles and a lack of The pandemic is adding hardships to the implementation of the Goals.

As COVID-19 continues to spread, global financial markets have experienced great losses and intense volatility, and more than \$100 billion in capital has flowed out of emerging markets since the outbreak, the largest outflow ever recorded. World trade is expected to plunge by between 13 and 32 per cent in 2020. Strengthening multilateralism and global partnerships is more important than ever before. The global nature of the pandemic requires the participation of all governments, the private sector, civil society organizations and people throughout the world.



Mario Pires
(Head of Innovation)

WAMOS GROUP

 Lisbon, PORTUGAL

“In an interconnected world, one's actions causes an effect on the entire value chain - ‘A butterfly can flutter its wings over a flower in China and cause a hurricane in the Caribbean’. At WAMOS Portugal we want this effect to bring us closer to a more fair, clean, equal and better world. Our integrity with sustainable and ethical values must be at the core of who we are and what we do. This is why we have engaged with EARTH 51 to continue & enhance our path of growing a socially aware and purpose-led business in the Portuguese travel sector.

We are not only more conscious of what we have done until now, but we have become especially aware and committed to what we still need to and can do, to lead the ethical travel industry towards transformational change by 2030. We may not be able to do it all on our own, but what we can do is to help influence others which will ultimately lead to the "butterfly effect".

Headquartered in Lisbon, with stores throughout Portugal and offices in Angola and Mozambique, WAMOS Portugal is the largest travel agency related services Group in Portugal. They help people from all over the world to plan, book and safely travel the world.

WAMOS Portugal approached EARTH 51 to help with mapping its sustainability footprint and develop a structure validating the existing work being carried out by the WAMOS Portugal and map it to the United Nations SDGs. To have the visibility to see their progress against 17 different impact areas of the UN SDGs has helped WAMOS Portugal assess their progress as well as develop a strategy for the forthcoming years as one of the most experienced travel groups in Southern Europe.





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ABOUT EARTH 51



Signatory Member of the United Nations Global Compact
Strategic Advisory firm delivering on both PROFIT & PLANET
Assess company performance against SDG requirements
In-depth Sustainability Footprint analysis
Screen for 'fatal flaws' in the business model
Independent 3rd party validations
'Sustainability as a Service'
Develop a self-sustaining sustainability management system
Headquartered in Reading, UK



HQ:

Reading, Berkshire (UK)

VISION

Create a better planet for future generations

MISSION

Inspire today's leaders to grow their businesses sustainably & fairly