

1. Sustainable management and legal compliance

Sustainability begins within our own company. We are committed to responsible, transparent and legally compliant management. We involve all departments and employees through open communication about sustainability measures. Our actions are guided by international guidelines, national laws and ethical standards. We regularly review our processes and are committed to continuous improvement in terms of sustainability.

- Compliance with all relevant environmental, labour and travel safety laws
- Regular review and adjustment of internal guidelines
- Transparent corporate governance and responsible decision-making processes
- Involvement of all departments and employees
- Anchoring sustainability at all levels of the company

2. Internal management: social policy and human rights

As an employer, we stand for fairness, equal opportunities and respect. We respect human rights and are committed to a non-discriminatory, inclusive working environment. Our employees are our most important asset – their health, safety and personal development are at the heart of everything we do. This is also laid down in our HR handbook.

- Clear commitment to respect human rights
- Equal treatment regardless of gender, origin, age, religion or sexual orientation
- Protection against discrimination and harassment in the workplace
- Promotion of further training, co-determination and work-life balance

3. Internal management: environment and community relations

We take our environmental responsibility seriously and are committed to conserving resources in our everyday office work and in our corporate management.

- Energy-saving measures and environmentally friendly office equipment, e.g. paper
- Waste prevention, recycling and digital instead of paper-based communication
- Promotion of environmentally conscious travel and commuting for employees
- Internal training on environmental measures

4. Partner agencies

For us, the selection of our partner agencies is a central component of sustainable action, because our partners are an important part of the whole. We only work with partners who share our values. In doing so, we pay attention not only to economic aspects, but also to social responsibility and environmentally conscious action.

- Transparent communication and regular evaluation
- Fair working conditions and social responsibility
- Preference for local and regional suppliers
- Sustainability standards are regulated by contract
- Continuous standard monitoring
- Trust and sustainability are the basis of our cooperation

5. Transport

Our logistics partners strive to ensure that the vehicles used for transport do not cause more than average pollution. Transport during the cycling tour is an important aspect of sustainable tourism, which is why we and our logistics partners do our best to reduce the average level of pollution:

- For luggage and passenger transfers, journeys are planned as efficiently as possible to avoid empty kilometres.
- Drivers take care to implement environmentally friendly measures such as fuel-efficient driving and switching off the engine when loading and unloading the vehicle.

We also suggest climate-friendly alternatives for guests' journeys so that they can make an informed decision about their choice of transport.

6. Accommodation

The travel experience is significantly influenced by hotels and restaurants, which bear an important responsibility. The selection of hotel partners is therefore an essential part of our sustainable practice. That is why we only work with businesses that share our values. In addition to high quality and warm hospitality, we attach great importance to social fairness, regional ties and environmentally conscious behaviour.

- Open communication and regular feedback
- Fair working conditions and respectful treatment of employees
- Preference for regional food and sustainable supply chains
- Sustainability criteria are an integral part of the cooperation
- Ongoing review of the agreed standards

7. Excursions and activities

What makes our trips special is the selection of excursion destinations and sights, which must be designed to be sustainable. That is why we rely on partners who take responsibility for the environment, culture and society. Only in this way can we offer our guests authentic experiences that also respect and protect the region.

- Promoting local traditions and sustainable resources
- Strengthening traditional crafts
- Creating fair conditions for employees and local communities
- Taking sustainability standards into account
- Providing feedback and regularly exchanging information

8. Employees in the branch offices

Our employees on site at the bike stations are ambassadors of our values; their commitment shapes the quality and authenticity of our trips. We stand for fair working conditions, appreciation and development opportunities.

- Fair wages and transparent employment contracts for employees at the bike stations
- Training on sustainability, safety standards and legal regulations
- Long-term cooperation instead of seasonal exploitation

9. Destinations

We design our trips to benefit rather than harm the regions we visit. Our itineraries and activities are based on the carrying capacity and needs of the local population. Authentic experiences are created in harmony with people, culture and nature.

- The selection of trips also includes less visited regions to relieve hotspots
- Support for local suppliers, artisans and cultural creators
- Respectful treatment of cultural heritage

10. Customer communication and customer protection

Sustainability also means transparency towards our guests. We disclose how our own trips are organised, what measures we take and how guests themselves can contribute to sustainable travel. For partner trips, we pass on the relevant information from our partners. At the same time, security and data protection are our top priorities.

- Honest and transparent information on sustainability, travel content and sensitive issues such as child labour or illegal souvenirs is included in the planning to supplement the travel documents.
- Advice on climate-friendly behaviour before and during the trip, e.g. travelling by train
- Protection of personal data in accordance with the GDPR
- Crisis management and emergency contacts when travelling
- Feedback system for continuous quality improvement and prospective expansion to include the topic of sustainability