



**OMNIA TRAVEL**  
ALL WAYS ABOUT YOU

# On our way to sustainable entrepreneurship

Sustainability Report 2024-2025



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# Foreword

Dear Reader,

Travelling is more than just moving from one place to another. It is about meeting people, discovering new things and connecting with others. At Omnia Travel, we believe that travelling brings people closer together – ideas, cultures and worlds come together. But we also know that travelling comes with responsibility.

2025 was a year in which that responsibility became particularly apparent. Geopolitical tensions and security issues were high on our customers' agenda. We noticed a clear increase in questions about *duty of care* and risk management. And rightly so: anyone who travels wants to do so properly and safely. We are ready to help and support you in this.

Economically, it was not an easy year either. Growth stagnated and competition intensified. That calls for smart choices. In 2026, we will focus fully on even more efficient processes and attracting new customers. We are building an organisation that is agile, customer-focused and ready for the future.

What drives us is a clear conviction: sustainability is part of modern travel policy. Despite shifting political priorities in Europe, we received questions from our customers about CO<sub>2</sub> impact and sustainable alternatives. And we continued to provide answers. We want to communicate consistently about our efforts to customers and partners; we want to be an ambassador for sustainable business in the sector.

We organised an inspiring sustainability seminar for customers and partners at Brussels Airport HQ. We worked with customers on their travel policies according to the *avoid, reduce, compensate* principle. And we set up a heart-warming project: a holiday for Ukrainian children, giving them a chance to escape the reality of war. An initiative that touched us all and was supported by the voluntary efforts of our employees and partners.

Internally, we calculated our entire carbon footprint and analysed how we can reduce it in the future. We invested in training and communication around sustainability, which

was met with great enthusiasm. And with the switch to a new ERP system, we are taking our data quality and customer service to the next level, including in the area of CO<sub>2</sub> reporting.

Our customers expressed their utmost satisfaction in our customer survey – and we want to keep it that way. Because at Omnia Travel, we believe that sustainable choices, efficient processes and human involvement go hand in hand.

We are looking ahead. To a world in which travel continues to connect people. And in which we, together with you, continue to build a responsible future.

**Jan Van Steen**  
CEO, Omnia Travel



**Sustainability is part of  
modern travel policy.**

# Our sustainability priorities

At Omnia Travel, we are well aware that sustainability is not an obvious topic within the travel sector. We therefore believe it is important to take this topic seriously and to assume our responsibility.

In 2023, we conducted an internal materiality exercise, which identified five priority areas where we as a company can have the greatest impact. In 2024, we also tested these priorities with a number of key external stakeholders through interviews. They confirmed the importance of these issues and expect Omnia Travel to continue its efforts in this area:

- ◆ Reducing the carbon footprint of our trips
- ◆ Quality and expertise with a customer-centric approach
- ◆ Travelling with respect for the local population
- ◆ Our people, our strength
- ◆ Good governance as a foundation

In 2025, these priorities were reaffirmed, and we also further developed our policy with clear sustainability objectives and supporting actions.



Sculpture "Pillage of the Sea" by Rosa Barba (2021) – Barba creates an image of stacked sandbags, like an imaginary dam against rising sea levels. The sculpture serves as a visual benchmark for climate change, while the ebb and flow of the tides determine how much of the artwork is visible at any given moment. With this work, Rosa Barba reminds us to acknowledge our vulnerability and honor nature.

## About Omnia Travel

Omnia Travel was founded in 1973 and has been a wholly owned subsidiary of the KBC Group since 1999. Over the past decades, we have grown into an organisation with more than 100 employees that guarantees excellent quality and service. There are three main segments for Omnia Travel: business travel, leisure travel and group travel. Business travel is the most important segment, accounting for approximately 72% of sales.

Within these segments, Omnia Travel offers a range of products, including air travel, train tickets, hotel stays, and car rentals. In recent years – post-Covid – there has been a clear increase in the number of bookings for these products. In 2024, this stabilised more or less compared to 2023.



Travel	2023	2024
# flight tickets	95,830	103,288
# train tickets	42,061	42,395
# hotel nights	138,541	137,154
# car rental days	79,726	78,764
# tour operator pax	7953	7920
# business customers with sustainable travel policy	10	13
# customers with CO <sub>2</sub> compensation via Omnia	6	6
# customers with their own CO <sub>2</sub> compensation	1	1
% Business emissions vs Economy		7.5
CO <sub>2</sub> reporting to business customers > € 50,000 turnover	77	77

Our head office is located in Leuven, but customers can also visit our travel offices in Antwerp, Ghent, Brussels and Leuven. 86% of our customers come from Flanders.



## Our stakeholders

### Overview

Shareholder and Board of Directors	Omnia Travel is wholly owned by the KBC Group. The three members of the Board of Directors are KBC executives.
Staff	The shareholder and Board of Directors are closely involved in approving the strategy, in which sustainability is a crucial pillar. The ambition is to further strengthen the cooperation between KBC and Omnia Travel in terms of sustainability.
Suppliers	The 106 employees are crucial to the success of Omnia Travel. We want comprehensively inform and involve in our strategy and sustainability priorities.
DMCs (Destination Management Companies)	Omnia Travel works with a wide range of suppliers, such as airlines and train companies, to purchase tickets. Through intensive collaboration with these suppliers, we have built up a relationship of trust over the years. They recognise Omnia Travel's commitment to sustainability and the need to continue this in order to remain competitive. This can be done, for example, by informing customers about the emissions of a trip, sustainable travel alternatives and compensation options.
Customers: <ul style="list-style-type: none"><li>- business travel</li><li>- vacations</li><li>- group travel</li></ul>	Omnia Travel focuses on different segments: companies for business travel and individuals for vacation and group travel. More and more companies find it important that Omnia Travel really guides them in terms of smooth and more environmentally friendly travel. This can be done by providing support in drawing up a sustainable travel policy and by offering and explaining various travel alternatives. Private customers are also increasingly asking questions about the ecological impact of their flight or trip.
Memberships, federations, associations	As a participant in the Voka Charter for Sustainable Entrepreneurship (VCDO), Voka Chamber of Commerce supports Omnia Travel in its growth towards sustainable entrepreneurship. Omnia Travel has joined the UN Global Compact, which demonstrates our commitment to internationally recognised principles. Omnia Travel is a member of the Travel Guarantee Fund. This way we want to protect travelers optimally, for example in the event of bankruptcy.



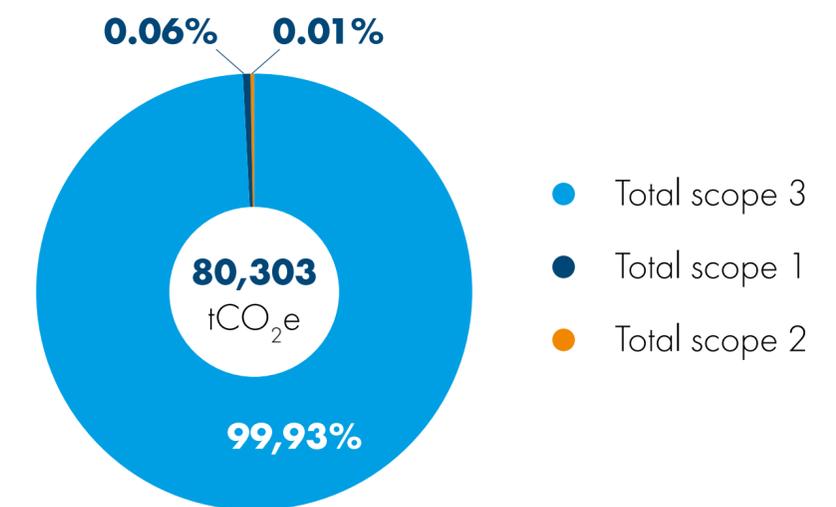
## Reducing the carbon footprint of our trips

### The carbon footprint of our trips

To measure is to know. That is why we calculated our entire CO<sub>2</sub> footprint in 2025. Whereas previously we only calculated the CO<sub>2</sub> emissions from our own activities (scope 1 and 2), we now also calculate our indirect CO<sub>2</sub> emissions, which also maps the climate impact of our trips. This was not an obvious choice, but we decided to do it anyway, because reporting only scope 1 and 2 gives a distorted picture. We must also dare to mention scope 3, as it accounts for more than 99% of our total ecological footprint. In the future, we want to map out how this evolves.

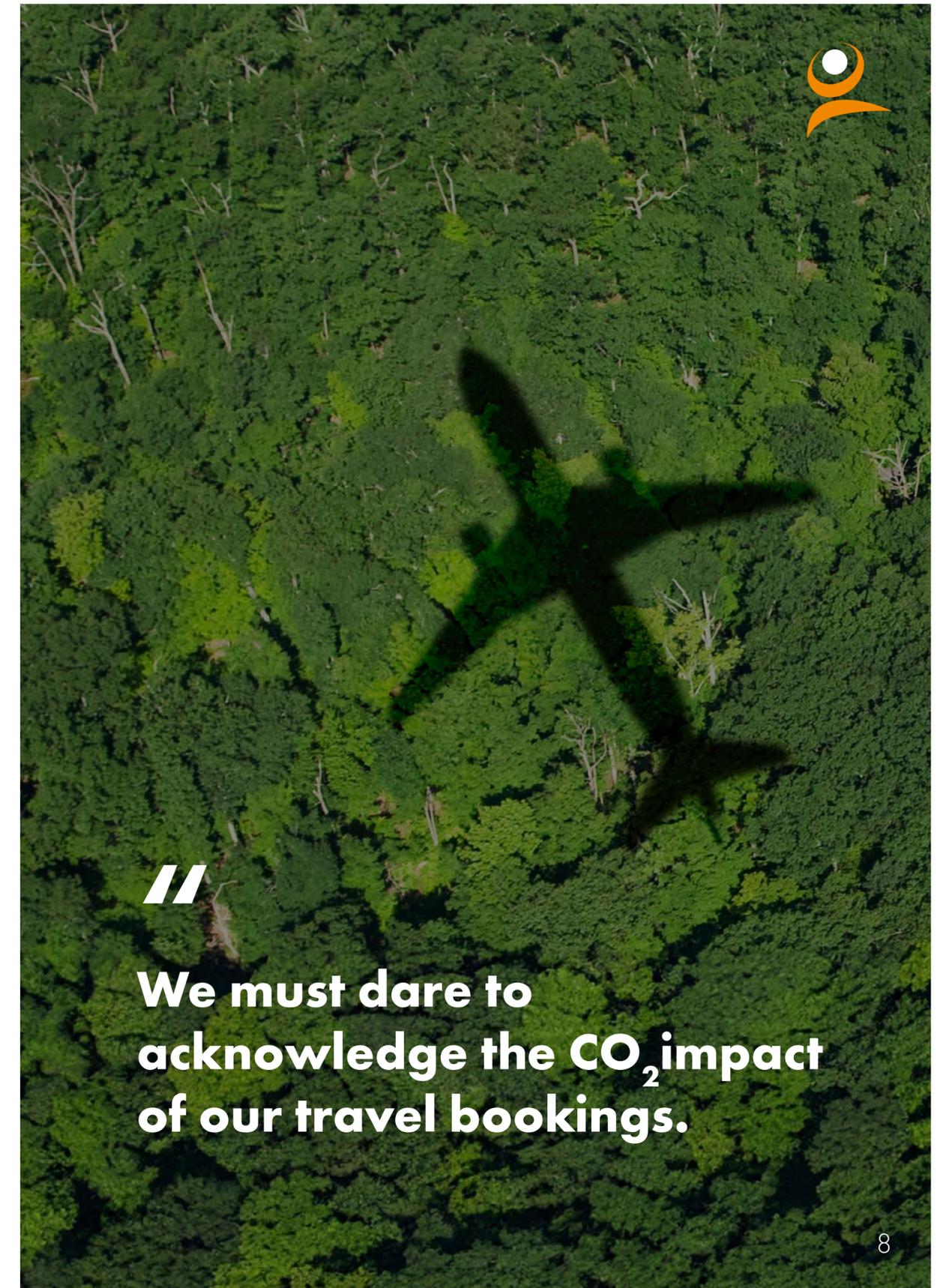
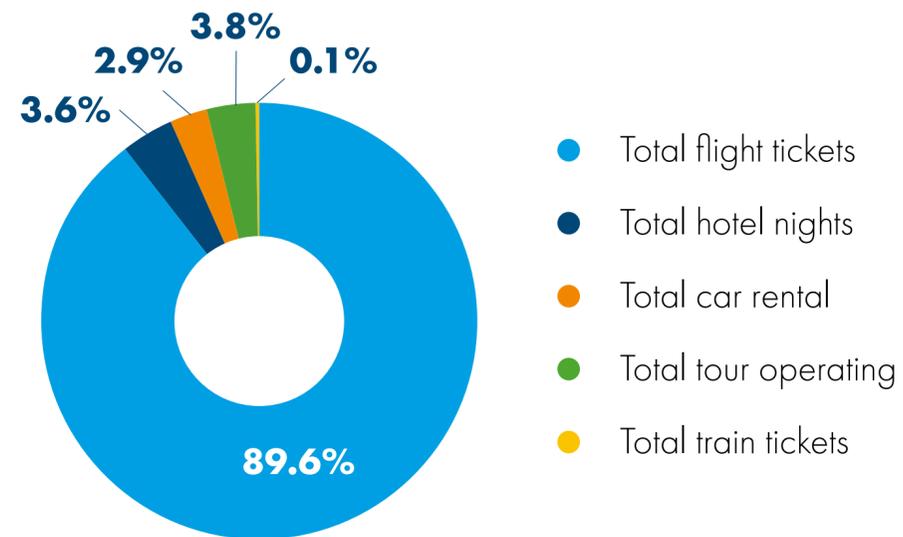
Scope 3	2024
Waste	0.005
Business travel	79.3
Commuting	105.8
Travel arrangements	80,118

Total emissions 2024: per scope (tCO<sub>2</sub>e)



Our total carbon footprint in 2024 will be 80,303 tonnes. Of this, 99.9% falls under Scope 3. Waste, business travel and commuting account for only a small proportion; the largest share comes from travel bookings. Within that category, flights take the lead with 89% of emissions. Hotels, car rentals and tour operators also contribute, while the impact of train travel is minimal.

**% Emission travel bookings**





## **CO<sub>2</sub> information for customers**

We realise that air travel has a significant impact on the climate and that we must deal with this consciously. It is therefore important that we inform our customers and travellers about the CO<sub>2</sub> emissions of their chosen flight. Customers are also increasingly asking about the CO<sub>2</sub> emissions of their flight or how this is calculated exactly.

We calculate the CO<sub>2</sub> emissions for each flight proposal as standard, with the aim of enabling a neutral comparison between the various travel options, both for private and business customers. We have noticed that this influences their choices and that they are more likely to choose flights with lower emissions or the train as an alternative to short flights.

We are currently developing a standard package of data for business customers, including CO<sub>2</sub> information. This means that from now on, every customer will receive a report of their CO<sub>2</sub> emissions, not just those who request it. This will then be automatically discussed in review meetings with our account managers, who will assess whether any adjustments need to be made to the travel policy. Based on this report, customers can choose to offset their CO<sub>2</sub> emissions.

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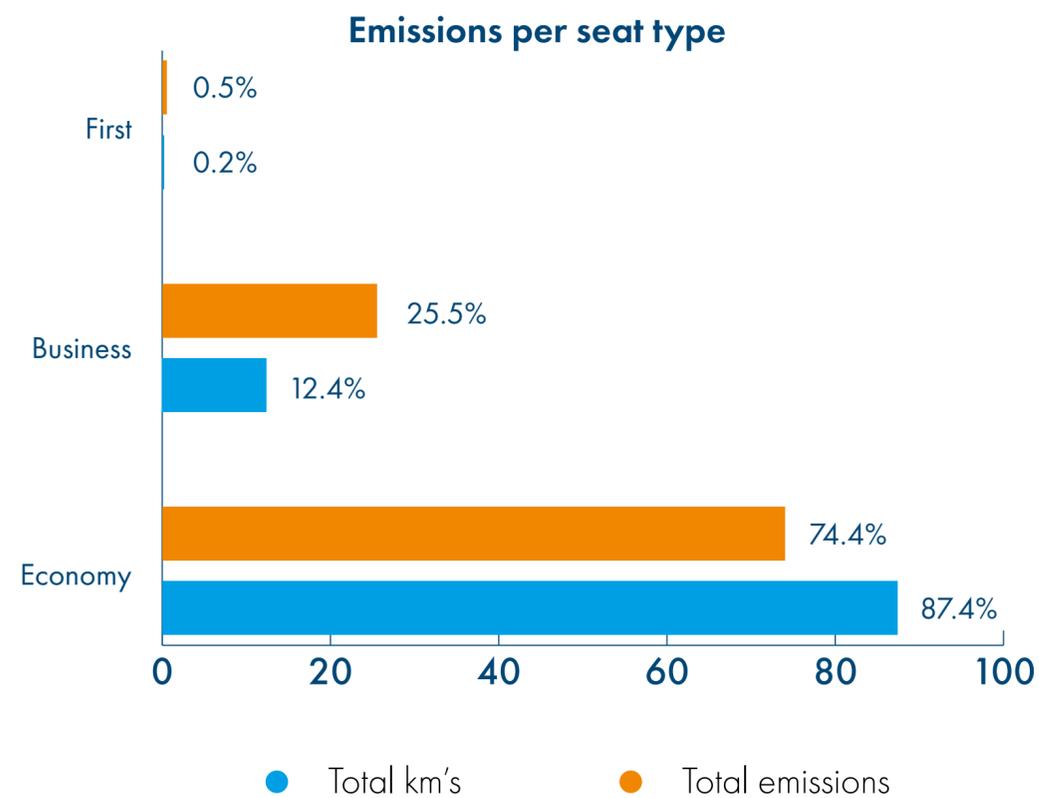
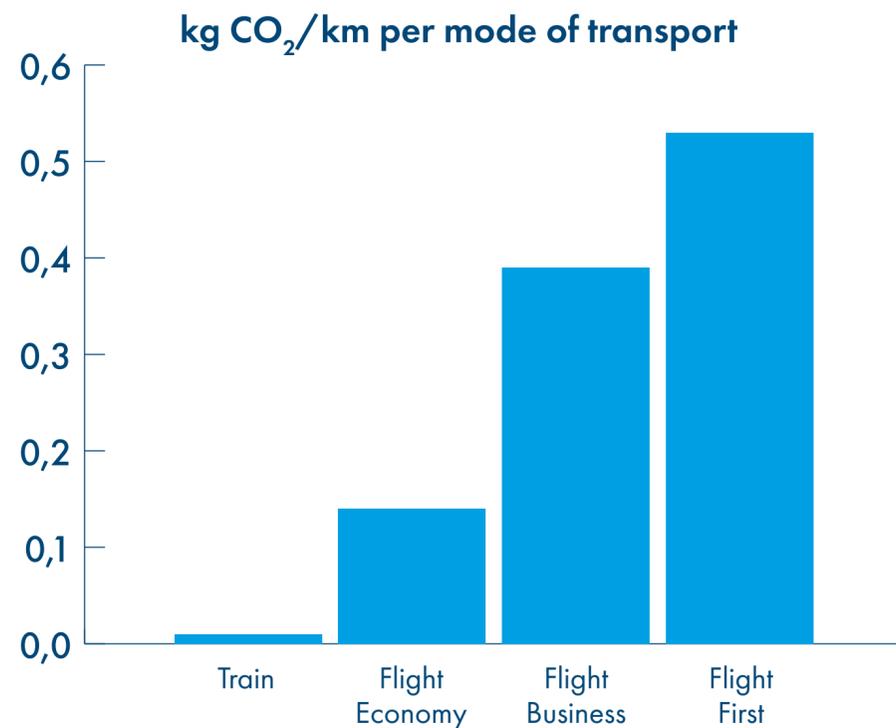
**We are currently developing a standard data package for customers, including CO<sub>2</sub> information. This is a new step towards raising awareness.**



## Conscious transport choices

The most impactful role Omnia Travel can play is to encourage customers to make conscious transport choices. How do we do this?

- ◆ We advise choosing direct flights instead of flights with a stopover, as a direct flight is more CO<sub>2</sub> efficient.
- ◆ We do not actively promote business class tickets, as these have a larger carbon footprint than economy class tickets.
- ◆ We encourage the use of public transport for transfers, rather than taxis.
- ◆ For shorter distances, Omnia Travel will always work out a proposal for a train journey. This will contribute to an increase in the number of train journeys sold between 2023 and 2024 by more than 11%. The increase in turnover from train journeys rose by 7.4% in that period.



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**The most impactful role Omnia Travel can play is to encourage customers to make conscious transport choices.**



## Initiatives for CO<sub>2</sub> compensation

We assist our customers in offsetting their CO<sub>2</sub> emissions CO<sub>2</sub> compensation – or carbon offsetting – means that you compensate for the CO<sub>2</sub> emissions from your air travel by contributing financially to a climate project to finance a reduction in CO<sub>2</sub> emissions equal to your CO<sub>2</sub> emissions. Some customers organise this themselves, but it is also possible for Omnia Travel to arrange the compensation for the customer. We work with two organisations for this purpose. These organisations are Greentripper and the Climate Neutral Group (CNG), both of which develop certified, high-quality climate projects.

Greentripper, together with CO<sub>2</sub>logic, guarantees that one tonne of CO<sub>2</sub>e compensation corresponds to one tonne of CO<sub>2</sub> that is reduced or avoided through the Gold Standard certified 'Gyapa Cookstove project in Ghana'. The Climate Neutral Group (CNG) offers various compensation programmes, both in Europe and beyond, all of which are certified by the Gold Standard or the Verified Carbon Standard.

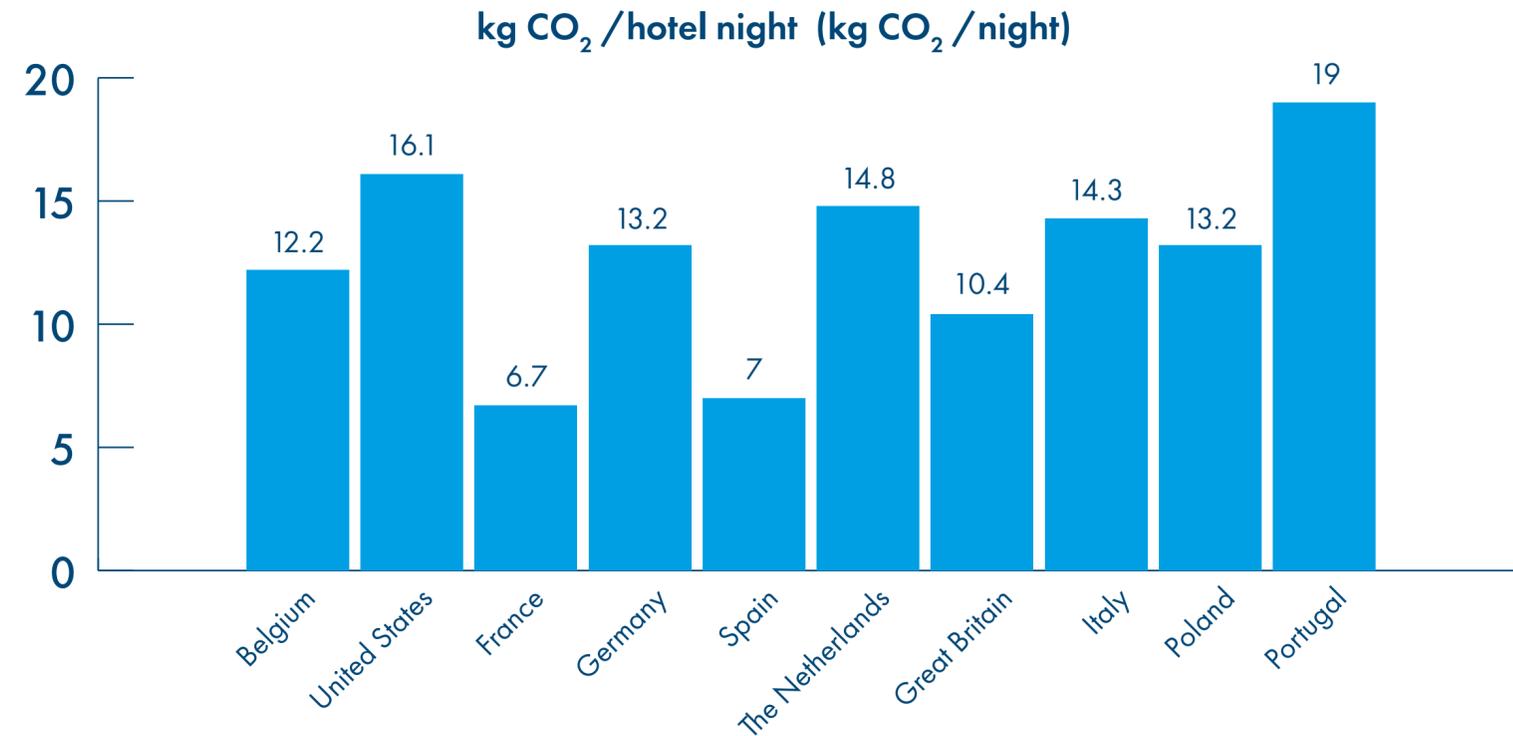
In 2024, six customers offset their business travel through us. Our goal is to convince more and more customers to offset the CO<sub>2</sub> emissions of their flights in the coming years. For Davidsfonds cultural trips, the CO<sub>2</sub> emissions for all trips are automatically offset through the Climate Neutral Group.

In addition, Omnia Travel also purchased Sustainable Aviation Fuel in 2024 and 2025. This is a fuel made from more sustainable sources, resulting in lower CO<sub>2</sub> emissions. Several of the business customers opted to purchase this Sustainable Aviation Fuel. The IATA, an international trade organisation representing more than 300 airlines worldwide, made a commitment in 2021 to fly with 'Net Zero Carbon emissions' by 2050. They want to achieve this by, among other things, using Sustainable Aviation Fuel, CO<sub>2</sub> compensation and the implementation of new technologies. Omnia Travel supports this initiative and our offer of Sustainable Aviation Fuel and CO<sub>2</sub> compensation supports this.



### Conscious accommodation choices

The CO<sub>2</sub> impact of a trip is not limited to transport alone; the choice of accommodation at the destination also determines the environmental footprint of a trip. In 2024, emissions for the hotel stays we booked amounted to 2,898 tCO<sub>2</sub>e. We noticed significant differences between countries.



For hotels we work with frequently, we ask to what extent they are committed to sustainability. The Omnia Go booking system also includes a sustainability label for hotels that provide this information. This may include a focus on sustainable food and actions to combat food waste, less waste, less water consumption, sustainable energy, ecological bath, cleaning and other products, etc. This is a conscious focus for our group trips, and we can focus on it even more strongly for our business trips in the future. The CO<sub>2</sub> emissions of the hotels are listed in the travel proposals. No compensation is yet provided for this.

## Our own environmental policy

As a travel organisation, we are very aware of our impact on the environment. Although our own operations only account for a small part of our total ecological footprint, we have chosen to implement a well-considered environmental policy internally as well.

We have recalculated the CO<sub>2</sub> footprint of our own activities (Scope 1 and 2). The largest sources of emissions are our company cars and electricity consumption. In 2024, emissions amounted to 52.8 tonnes of CO<sub>2</sub>e, slightly higher than in 2023. This increase can be explained by more kilometres driven with diesel and petrol cars. However, this will not be a lasting trend, as the switch to a fully electric fleet is already underway.

By 2030, we aim to reduce our scope 1 & 2 emissions by 50%. In this way, our emission reduction for scope 1 and 2 is more ambitious than the reduction required to be in line with a maximum global warming of 1.5 degrees Celsius and the Paris Climate Agreement. To achieve this reduction, we will continue to focus on the following in the coming years:

### Energy consumption

We have switched to a green energy contract for three of our buildings. We are systematically taking measures to make our offices and our building more energy efficient, such as LED lighting, lowering the standard temperature by 2 degrees, and actively raising awareness about switching off lights and computers. The plan is to switch to sensors to prevent unnecessary lighting.

### Mobility policy

At Omnia Travel, we encourage our employees to cycle or use public transport to get to work by offering a bicycle allowance, bicycle leasing and full reimbursement of public transport costs. Just over half of our employees use a means of transport other than the car to get to work. Sustainable commuting is also included in the criteria for obtaining the collective bonus. Our limited number of company cars will be completely converted to an electric/hybrid fleet in the coming years.

In addition, we are committed to:

### Waste reduction and sorting

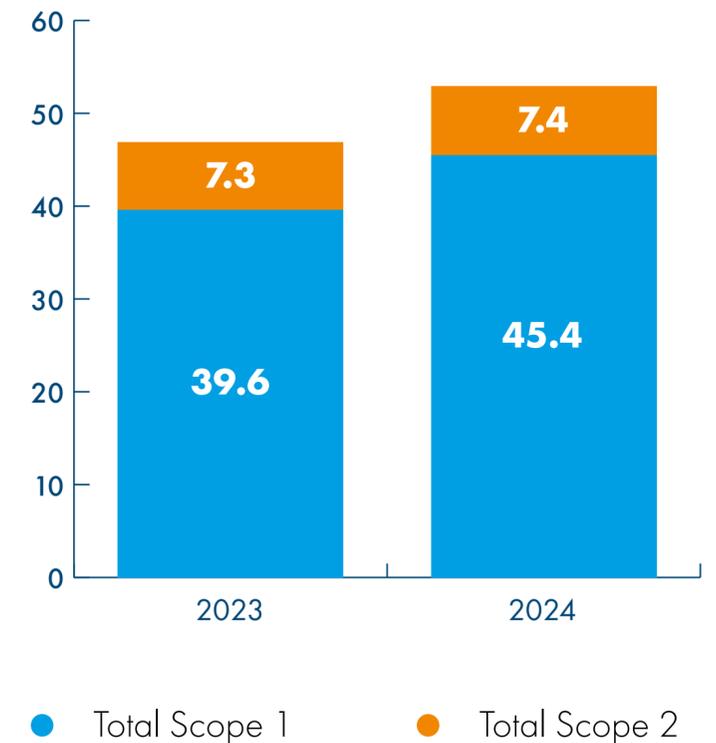
In our office network, we want to minimise the amount of disposable materials by using water reservoirs (instead of bottled water), drinking bottles, glasses and bags, etc. We consciously sort the waste we generate in order to maximise recycling. Since this year, green waste has also been collected separately. We have reduced the number of printers and actively focused on digitising travel documents for customers, but we are not yet reaching everyone digitally, so this remains a work in progress.

### Purchasing and raising awareness about sustainable and healthy food

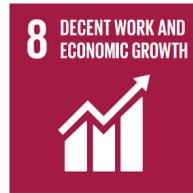
We apply 'catering guidelines' for the purchase of food for meetings, receptions, parties, etc., so that we handle this in an ecologically responsible manner. For example, we always provide a vegetarian or vegan alternative, we buy fair trade products where possible, we are conscious of food waste, we offer fruit, etc.



Scope 1 + 2: 2023 vs 2024 (tCO<sub>2</sub>e)



# 2



## Quality and expertise with a focus on the customer

### Supporting customers in making sustainable choices

Omnia Travel understands that modern companies need a travel partner that offers solutions to make their travel policy more sustainable. That is why we offer our customers the opportunity to draw up their travel policy and encourage more sustainable travel options. We have drawn up travel policies together with 23 of our business customers. For 10 of these partners, concrete sustainability measures and agreements were included, such as choosing trains for shorter journeys or automatic compensation for CO<sub>2</sub> emissions.

When preparing a quote, we automatically suggest trains for a number of destinations whenever they are available. Another sustainable option is the possibility to purchase Sustainable Aviation Fuel. The choice for this alternative fuel is still relatively limited. Our ambition is to focus more on this through awareness-raising.



**More sustainable travel options, such as choosing trains for shorter journeys, can be embedded in companies' travel policies.**

## Quality, expertise and efficiency first

At Omnia Travel, we dare to say that we have a great deal of knowledge and expertise in-house, which our employees have built up over many years. By continuing to focus on internal training, we can maintain and expand this expertise.

We are currently working on making our processes more efficient and switching to a new ERP system. In doing so, we are setting up a front and back office that work together seamlessly, so that data management is even smarter and faster, and the level of service for the customer is further improved. Combined with strong internal communication, this enables us to continue to guarantee quality.

More than ever, we also take our duty of care very seriously: we always know where customers are during a journey, which is important in emergency situations such as an attack at the airport. In these times of increased geopolitical uncertainty, business customers in particular want to know immediately whether their travellers are safe.



**Our local partners in the destination countries are assessed on a number of quality criteria, including sustainable business practices.**



We organised an inspiring sustainability seminar for customers and partners at Brussels Airport HQ.

## Collaborations with reliable partners

At Omnia Travel, we believe it is important that our partners value quality as much as we do. We strive for sustainable relationships with our suppliers through fair agreements and transparent conventions. When choosing airlines, we do not promote low-cost airlines, nor, of course, any airlines on the European blacklist.

Our main partner for air travel is the Lufthansa Group. They too are actively exploring ways to increase sustainable business practices throughout their entire chain. They have climate targets that are aligned with international standards such as the Science Based Targets Initiative (SBTi), they are one of the largest purchasers of Sustainable Aviation Fuel, they are committed to cooperation with rail transport, they actively consider which materials they take on board to reduce waste, etc.

Our local agents are carefully selected and preferably managed locally. In some countries, there are certainly risks associated with social abuses, but we try to exclude these as much as possible. We work with local partners whom we have often known for a long time, who guarantee good service, who receive good reviews, with whom we always engage in extensive discussions, and who are usually not the cheapest.

We also work with a scoring system, whereby our employees assess local partners on a number of quality criteria, including 'sustainability and ethical practices'. This allows us to choose our partners for the future more consciously.

A few years ago, we drew up a Code of Conduct for suppliers, setting out our expectations regarding ethics, the environment, and human and labour rights. Seventeen major suppliers have now signed this charter, together accounting for 70% of our turnover. We want to focus on getting even more suppliers to sign the code of conduct.



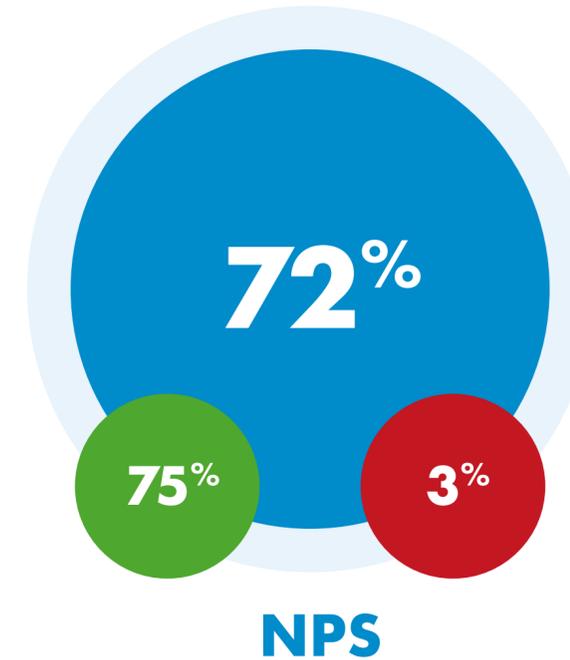
## Customer satisfaction

Our customers are central to Omnia Travel. We want to take as much of the hassle out of travel preparations as possible for our customers and ensure they have a safe and enjoyable trip. Their feedback is therefore very important to us. Complaints can be submitted via the website. 90% of complaints relate to external suppliers.

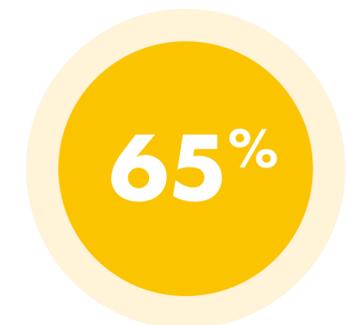
In 2024, we started using **Net Promoter Score** (NPS) measurements. These measurements allow us to determine the extent to which a customer is loyal and would recommend Omnia Travel to others. In 2025, we conducted a new survey, and there has been a positive evolution in the results. Our NPS score rose from 61 to 72. This means that 93% of our customers indicate that they are very satisfied. Customers cite expertise, customer friendliness and quick response to questions as reasons for this high score.



**Our high score in customer surveys shows that our expertise and customer focus are not just on paper, but are also recognised and appreciated.**

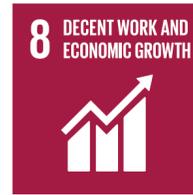


### POSITIVE EXPERIENCE



### BETTER THAN THE COMPETITION

# 3



## Travelling with respect for the local population

### Tourism as support for the local economy

Tourism is widespread, but it is still important to disturb the local population as little as possible. We strive to ensure that all our trips have a positive impact on the traveller, the world and the local economy of the destination visited. We prefer activities/excursions that benefit local communities.

Omnia Travel ensures that we offer destinations that are affected by overtourism as little as possible to our customers and we take this into account when offering our group tours. By paying closer attention to this, we can influence the spread of tourism and combat mass tourism.

### Focus on social justice

Our sustainable procurement policy states, among other things, that we expect our suppliers who recruit local staff for tour operating activities to recruit qualified local guides, porters, drivers and other local employees and to offer at least a living wage and safe and fair working conditions.



**We prefer excursions that benefit local communities.**

### **Respect for local culture**

Our sustainable procurement policy also stipulates that we respect local customs, traditions, cultural integrity and natural resources. We do not offer activities/excursions that cause harm to people, animals, the environment or natural resources. Our tour guides are also clearly briefed on this. They accompany our customers during sensitive activities/excursions at cultural sites, heritage sites and ecologically sensitive destinations.

### **Support for local projects**

During our holidays and group trips, we regularly visit local projects, e.g. local farmers in Romania, local development projects in India, etc. Travellers continue to feel involved and sometimes continue to support a project even after they have returned home.



# 4



## Our people, our strength

### A driven team with expertise

The strength of our people is the greatest added value for our customers. Our employees have extensive knowledge of our products and can therefore offer the best product to suit the needs and wishes of the customer.

Our enthusiastic team currently consists of 106 colleagues. These colleagues work in our travel offices in Antwerp, Ghent, Brussels and Leuven and at our head office in Leuven. 34 colleagues take advantage of the opportunity to work part-time.

Our team consists of 75% women and 25% men. In terms of age, there is a healthy spread with 24 colleagues between 20 and 39 years old, 59 colleagues between 40 and 54 years old and 23 colleagues over 55 years old.

We reward our colleagues for their efforts with a well-deserved and fair remuneration, supplemented by various benefits, such as hospitalisation insurance, group insurance, extra leave days, meal vouchers, guaranteed income in case of illness or accident, a non-recurring performance-related benefit and the option of bicycle leasing. Since the end of 2023, 20 of our colleagues have taken advantage of this bicycle leasing option. From 2026, we will also offer all employees a cafeteria plan, whereby employees can voluntarily purchase additional benefits with part of their salary.

Last year, we conducted a pay gap analysis, which showed that there is no discrimination in terms of pay between men and women. All our employees enjoy the protection of membership of Joint Committee 200.



## **Commitment to personal growth and engagement**

We invest in training to support the expertise and skills of our employees. An onboarding day is provided for all new colleagues. We also actively use the services offered by KBC Group and the external training centre Cevora to provide training to our employees. Training needs are discussed in every reflection meeting. Study trips are also encouraged if they contribute to knowledge of a destination.

In addition, a lot of attention is paid to internal operations. Colleagues work together in working groups on specific areas. This may involve the standardisation of procedures in the various travel offices, but we also have a green team that monitors our sustainability policy. The colleagues involved are given a say in this, which ensures greater support.

Our training days are an important aspect of what we offer. Our sustainability strategy was also included in this. In addition to training and information, these days also provide an opportunity for discussion and feedback, which is an important element of our corporate culture.

The number of training hours for the Omnia team in 2024 was 2,131 hours, which equates to 20 hours per person. In the coming year, we want to invest again in extensive internal training. In addition, we want to further structure the training plans to ensure that we reach all employees with our training courses.

A vibrant watercolor illustration of soccer players in action. The background is a mix of blue, green, yellow, and red splatters. In the foreground, several players are depicted in various poses, some running and some jumping. A soccer ball is visible in the air. The overall style is artistic and dynamic.

**Our green team monitors our sustainability policy and communicates internally about our initiatives, so that it remains top of mind for colleagues.**

## Focus on health and well-being

We want our employees to feel good and enjoy their work. We support and take into account colleagues who choose to work part-time. By making use of working from home, colleagues can flexibly balance their work and private lives.

In 2024 and 2025, we rolled out the action plan that resulted from the positive results of the 2023 employee satisfaction survey. A concrete example: we installed height-adjustable desks at two locations. Together with our prevention advisor, we evaluate all workplaces annually to further improve ergonomics. A healthy habit also returned: fresh fruit in the office every week, a tradition that had disappeared during the coronavirus pandemic.

We are proud that once again, in 2024, there were no accidents at work. There were also no accidents on the way to work.





## Room for diversity & inclusion

As a travel agency, we support and encourage encounters between our customers and the local population, who often have different cultural backgrounds. We also believe in the added value of diversity within our own staff group. We are committed to treating everyone with respect and paying equal pay for equal work. These principles are also clearly defined in our employment regulations.

Female employees account for 75% of our workforce. In management and on the board of directors, this ratio is lower, with 2 out of 7 and 1 out of 3 people respectively being women.

Six people of non-Belgian nationality work at Omnia Travel, including one colleague from Ukraine. This colleague was responsible for liaising with a number of freelance colleagues who provide support from Ukraine. There are now 4 to 5 people from Ukraine providing support, enabling them to earn an income. This initiative earned Omnia Travel the Lufthansa City Center (LCC) Networking Award in 2024. The accompanying prize was donated to the Ukrainian travel agency Via Kiev.



Ulrich de Maeyer of Omnia Travel receives the Lufthansa City Centre (LCC) Networking Award.

## A holiday full of hope

In August 2025, we organised a special trip for 24 Ukrainian children and three supervisors. This allowed these young people to escape the daily reality of war for a week. A week full of peace, fun and togetherness – far away from the worries and sadness of home. For these young people, it meant peace without sirens, swimming in the sea without fear, and just having carefree fun. These were days filled with smiling faces, new friendships and moments of pure simplicity.

Their journey took them to Bruges, De Haan, Pairi Daiza, Ghent, Antwerp, Walibi and finally Brussels – places where they could laugh, discover and dream. One boy told us that every morning, the first thing he does is check his phone to see how many bombs have fallen. This holiday gave him and his friends something else to look forward to: hope. What stood out was their determination and love for their country. Many told us how much they want to return to Ukraine to help rebuild and beautify their homeland. That prospect gives us hope and admiration for this brave young generation.

This project was only possible thanks to 25 partners who contributed financially and logistically, and many of our employees who volunteered their time. It was a cross-office effort and proof that travel can also mean making people stronger, together with our community.

During the Lufthansa City Center General Assembly, which took place in November 2025 in Malta, Omnia Travel won the LCC impACT award with the initiative to offer children from Ukraine a week's leave in Belgium.



5



# Good governance as a foundation

## Omnia Travel, subsidiary of KBC

As a subsidiary of KBC Group, we can build on KBC's extensive experience and expertise in good governance. We endorse KBC's rules of conduct in the field of sustainable entrepreneurship, which start with correctly following laws and regulations. This translates into a series of guidelines and procedures, aligned with KBC, which provide tools for good governance. Good examples of this are the comprehensive employment regulations and our code of conduct.

Sustainability is an important pillar of both KBC's strategy and Omnia Travel's strategy, and we are working ever more closely together in this area. KBC Group's initiatives and tools give us the opportunity to draw inspiration. For example, we use the same tool as KBC to calculate our carbon footprint. KBC greatly appreciates Omnia Travel's efforts in the area of sustainability.



**Sustainability is not a side issue, but a standard part of every meeting.**



### **Functioning of our Board of Directors**

Transparency and trust are central to our cooperation with shareholders and the Board of Directors. This board has three members, appointed for three years, and meets four times a year. It determines the strategic lines, checks the annual accounts and approves the annual budget.

Sustainability is not a side issue, but a standard part of every meeting. Topics such as our sustainability report, EcoVadis score, carbon footprint and planned actions are discussed at each meeting. This year, the signing of the UN Global Compact was also discussed. In this way, we build continuity and keep a close eye on our progress. Before publication, the sustainability report is always submitted to the chair of the board for approval.

The members of the Board of Directors do not receive any remuneration for their position at Omnia Travel.

### **Ethical policy**

In an international travel context, a transparent ethical policy is crucial. This includes guidelines on fraud and gifts, data protection and a clear whistleblower procedure. At Omnia Travel, we strive for a culture of honesty and openness. Our code of conduct sets out the values and behaviours we encourage and what is absolutely unacceptable. The whistleblower procedure clearly states how and where reports can be made – both internally and in collaboration with external partners and agents.



## Information security & privacy

We often use personal data for our customers' bookings. Privacy and information security are therefore a constant focus for Omnia Travel. We always work in compliance with the GDPR and provide a certificate to this effect at the request of customers.

We remain committed to continuously improving our information security. A good example of this is our new and more secure website.

## Prevention of fraud and malpractice

We are actively committed to the prevention of fraud and malpractice. The most common type of fraud is linked to suspicious external bookings. We combat these cases of fraud through a combination of procedures and automated checks. The phishing training courses that our employees have followed contribute to their awareness of fraud.

We have a well-documented anti-corruption policy, as well as a code of conduct and gifts policy. After all, it is important to avoid partners and hotels receiving preferential treatment when making bookings.

Our various procedures are evaluated annually by an external audit and additional internal audits by KBC.



# KPIs



## Environmental indicators

Carbon footprint	2023	2024	unit
Total CO <sub>2</sub> emissions (scope 1 + 2 + 3)		80,356	tCO <sub>2</sub> e
CO <sub>2</sub> emissions: scope 1	39.64	45.44	tCO <sub>2</sub> e
CO <sub>2</sub> emissions: scope 2	7.3	7.4	tCO <sub>2</sub> e
CO <sub>2</sub> emissions: target scope 1 + 2 in 2030 (50% compared to 2024)		26.4	tCO <sub>2</sub> e
CO <sub>2</sub> emissions: total scope 3 (= scope 3 upstream)		80,303	tCO <sub>2</sub> e
CO <sub>2</sub> emissions: scope 3 target in 2030 (10% reduction compared to 2024)		72,272	tCO <sub>2</sub> e
CO <sub>2</sub> intensity: emissions divided by turnover		2.4	kgCO <sub>2</sub> e/€

Energy and fuel	2023	2024	unit
Total electricity purchased	52,274	52,852	kWh
Total green electricity purchased	52,274	52,852	kWh
Green electricity produced and consumed by the company itself	0	0	kWh
Total natural gas purchased	53,033	47,579	kWh
Diesel + petrol for company vehicles	13,171	16,261	l/year

Water, pollution and biodiversity	2023	2024	unit
Total water consumption	unknown	unknown	m <sup>3</sup> /year
Total water consumption from 'high water stress' zone	unknown	unknown	m <sup>3</sup> /year
Total pollutants discharged into water	0	0	kg/year
Total pollutants released into the air or soil	0	0	kg/year
Number of sites and surface area in or near a biodiversity-sensitive area	0	0	number

Waste	2023	2024	unit
Total amount of non-hazardous waste		855	l/year
Total amount of hazardous waste		0	l/year
Total weight of recycled waste		855	l/year
Total weight of reused waste		0	l/year
Amount of residual waste		negligible	l/year
Amount of PMD		183	l/year
Amount of cardboard/paper		672	l/year

# KPIs



## Social indicators

Composition of employees	2023	2024	unit
Total number of employees (headcount or FTE)	103	106	headcount /FTE
Proportion of employees with permanent contracts			%
Proportion of employees with fixed-term contracts			%
Proportion of employees with full-time contracts	73	72	%
Proportion of employees with part-time contracts	30	34	%
Proportion of men (%)	25	26	%
Percentage of women (%)	75	74	%
Number of employees from minority groups (low-skilled, immigrants and disabled)		not yet defined	headcount /FTE
Number of employees with contracts outside Belgium		0	headcount /FTE
Ratio of persons leaving employment (number leaving employment / number of employees)	/103	9/106	%

Health, Safety & Wellbeing	2023	2024	unit
Number of occupational accidents	0	0	number/y
Number of serious occupational accidents	0	0	number/y
Accident ratio vs hours worked	0	0	ratio

Training & remuneration	2023	2024	unit
Total number of training hours for employees	2063	2286	number of hours
Average number of training hours per employee/year	20	21,57	h/month/y
Average number of training hours per employee (women)	not calculated	not calculated	h/month/y
Average number of training hours per employee (men)	not calculated	not calculated	h/month/y
Diversity ratio on the Board of Directors (female members/male members)	1 woman, 2 men	1 woman, 2 men	ratio

Working conditions in the value chain	2023	2024	unit
% of turnover from suppliers who signed the Code of Conduct	48	48	%
Number of complaints regarding labour and human rights in the chain, including child labour < 16 years of age	0	0	%

# KPIs



## Financial & Governance indicators

Carbon footprint	2023	2024	unit
Turnover (according to annual accounts)*	33,064,763	36,097,647	€
Balance sheet total	22,355,591	26,701,733	€
Number of IT security incidents	0	0	number
Number of reported cases of whistleblower procedure	0	0	number
Number of confirmed cases of corruption	0	0	number
Number of reports for non-compliance with corruption and bribery regulations	0	0	number
Total fines for non-compliance with corruption and bribery regulations	0	0	£
Number of GDPR breaches	0	0	number
Number of internal complaints about code of conduct	0	0	number

(\* ) actual turnover 2023: €112,169,328    2024: €125,898,20

Other indicators	2023	2024	unit
Ecovadis score	silver	gold	score
Ecpat score/certificate	n/a	achieved	ok/nok
United Nations Global Compact certificate	n/a	achieved	ok/nok
Number of customer complaints accepted			number
Customer NPS score	61	72	NPS
Number of consultations with KBC with ESG-related topics on the agenda			number

## EcoVadis

Since 2019, Omnia Travel has been evaluated annually by EcoVadis, an international sustainability assessment system. They evaluate four areas (environment, labour, ethics and procurement) throughout Omnia Travel's entire value chain. We use EcoVadis to make continuous improvements based on their annual evaluation report. At the beginning of 2025, we achieved a gold EcoVadis medal and positioned ourselves among the top 5% of companies in the field of sustainability.





## Voka Charter for Sustainable Entrepreneurship

The Sustainable Entrepreneurship Charter is an initiative of the Voka Chamber of Commerce to support companies in their growth towards sustainable entrepreneurship. In 2025, Omnia Travel received the SDG Laureate certificate thanks to a positive evaluation of the sustainability actions it had implemented. And in the coming years, Omnia Travel will continue to commit to implementing an action plan linked to the United Nations Sustainable Development Goals. The objective is to soon obtain the title of SDG ambassador.



## About this report

This publication is Omnia Travel NV's third sustainability report.

It is a sustainability report for 2024-2025, but the data only relates to the 2024 reporting period. We are committed to publishing an annual sustainability report.

Omnia Travel NV reports in accordance with the GRI Standards. This report has been prepared in accordance with the GRI Standard 2021. The GRI content index can be found below. This report has also been prepared in accordance with the guidelines of the VSME standard (only the data on water consumption in our offices is missing for this).

This sustainability report has not been externally verified. However, it has been internally verified by management.

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