



elite
TRAVEL

Travelife
CERTIFIED
Excellence in sustainability

TRAVELIFE

SUSTAINABILITY REPORT 2023

Elite Travel Ltd., Vukovarska 17, 20000 Dubrovnik, Croatia
Phone: 00 385 20 358 200 Fax: 00 385 20 358 303

URL: <http://www.elite.hr> e-mail: elite@elite.hr
Trgovački sud u Dubrovniku: Tt-1/383-2 MBS 090002185 od 25.07.2001.
OIB: 58914751045VAT No: HR58914751045
ID code: HR-AB-20-090002185MB: 1573969

AFFILIATION:
UHPA, JATA, FCCA, IATA, TOUR Com Receptifs, Ensemble Travel Group
Luxconn, XO

SUSTAINABILITY COORDINATOR:
Marko Rešetar
marko.resetar@elite.hr

elite
RESPONSIBLE BUSINESS CONDUCT



RECOVERY AND RESTRUCTURING

The 2023 season is characterized by the continuation of the post-pandemic recovery as well as the structural adjustments of the company to the newly emerging circumstances on the market. A fairly large number of partner tour operators suffered moderate or significantly large financial losses during the pandemic crisis, which reflected their ambition in setting up new programs as well as expanding the capacity of existing ones. There is a noticeable increase in individual trips, but considering the fragmentation of the passenger base and the limited budget, this does not bring significant effects in increasing the load factor of our land service. Consumers' still unsatisfactory optimism is being compensated for by promotional prices, which ultimately creates pressure on our handling prices, regardless of the fact that inputs have increased significantly both for known global reasons and as a result of the introduction of EUR in Croatia. A slower and very gradual recovery of more lucrative forms of business with higher added value is still noticeable, primarily from overseas markets, which is mostly a consequence of the still partially disintegrated air transport. Also, considering that such jobs are usually planned for the long term, we can only expect the real results of the promotional and marketing efforts undertaken in the coming years. In any case, we expect a gradual and stable continuation of the recovery, maintenance of financial stability, new production with an increase in the load factor and a return to the usual business volume in the time to come. In accordance with the stated circumstances, we continued with the program of restructuring and adaptation of all business processes, evaluation of the entire portfolio in a commercial sense, with the aim of improving efficiency, controlling costs and efficiency, and optimizing the final result. Unfortunately, the reorganization also requires the rationalization of the workforce in certain sectors, which is carried out in accordance with all legal provisions, while at the same time the capacities of certain more commercially efficient departments will be increased.

Pandemic environment significantly disrupted our plans, especially plans related to employee education, which could have been implemented only to a limited extent and predominantly in virtual form. However, it is worth emphasizing the level of education we have achieved for our staff and suppliers through SUSTOUR, the Shore-ex Sustainability Improvement project, under the auspices of Travelife/ECTAA.

Due to the limited volume of operations and changes in the fleet, we were not able to fully implement the IACS project (improvement of the sustainability of short-haul cruises in the Adriatic - plastic free cruises), but we are pleased that we have been able to apply the main postulates of the project to ships that have been operationally active, improving our own knowledge through the SUSTOUR project in which we participate in the Travelife Shore Excursions Sustainability Improvement program. Elite Travel continues its commitment to the policy of sustainable business management, sustainable development and socially responsible business. We joined ECTAA SUSTOUR project and our Managing Director has been appointed a member of the ECTAA Sustainability Committee.

MANAGEMENT INTEGRATION

Sustainability and CSR are part of the declared company policy, not only included in our mission or vision statements, but understood as a matter of attitude in conducting the business. Actions, initiatives and ideas are being launched from all levels of the management and from the employees.

We welcome sharing of the ideas and proposals for improvement of environmental and social sustainability within the company and in the society. Size of the company gives us an opportunity to discuss those issues in both formal and informal communication (mailing, office meetings, cloud, notice boards and Elite Extranet).

Sustainability activities were one of the topics of our regular Annual Meeting, held in November in the area of the Plitvice Lakes National Park, which represents the company's first-class annual event. Due to the currently favorable epidemiological circumstances, we were able to hold the Annual Meeting predominantly live, while some of the dislocated participants joined the meeting virtually.

Our Managing Director has been appointed a member of the ECTAA Sustainability Committee.

SUSTAINABILITY TEAM

Due to employee turnover, rationalization of the workforce in certain sectors and leaving for new jobs, the Elite Travelife Team currently counts 17 members. At the same time, we are intensifying the familiarization of new employees with the principles of sustainable business and we expect some of them to join our team. In the past period, our team members, as planned, completed the Travelife education on Plastic Waste Management. During 2024, it is planned that team members will complete the Travelife online education on the topic of Internal Environmental Management, for a better insight into the entire sustainability policy, its goals and methods of achieving improvement. Sustainability coordination has been raised to the level of the Company's Assembly, so that the current coordinator is one of the Company's co-owners and stakeholders, and the current Managing Director is a member of the ECTAA Sustainability Committee, which ensures the full understanding, funding and integration of the management in the sustainability improvement process.

After the process of checking and harmonizing the documentation, we completed the desk audit at the beginning of 2023, followed by on-site audit and renewal of the Travelife Certified certificate. We have also completed on-site audit for Shore-ex Sustainability Improvement and we are currently awaiting the development of tools and criteria to proceed with supplier certification.

MISSION STATEMENT

Elite Travel was established in 2001 with a mission of providing superior travel service to all our clients and business partners. Elite Travel performs a superb range of travel programs, offering facilities for all kind of travel interests. Among the many options, we believe, clients will find a travel program that meets their distinctive travel needs and budget. Elite Travel is committed to the crafting of experiences that foster appreciation and conservation of nature, local culture, customs and communities. We strive to ensure that every element of the organization conforms to a responsible tourism policy and continually monitor social, economic, and environmental impact of our operations. Our goal is to protect local community interests and create comfortable, productive and motivating environment for both our customers and employees.

SUSTAINABILITY POLICY

Environmental Sustainability Policy, amended by December 2020, aims to integrate a philosophy of sustainable development into all our activities and to establish and promote sound environmental practice within our operations. We consider sustainable business practice to be essential to our success in growing our business and creating lasting value that meets the expectations of all our stakeholders. Elite Travel is determined to contribute to the sustainable development that satisfies current needs without compromising the ability of future generations to meet their own needs.

Together with our colleagues and partners we acquire knowledge that contributes to an ecologically, economically and socially sustainable future. Elite Travel provides equal opportunities and treatment to eliminate discrimination based on race, color, sexual orientation, gender identity, religion, political opinion, nationality, social origin and status, indigenous status, disability, age or other status of an individual, unrelated to the individual's ability to perform work.

CORPORATE SOCIAL RESPONSIBILITY

We develop an organizational culture which implements a policy of support for internationally recognized human rights and provides protection from human rights abuses. Elite Travel respects employees and customer privacy, protecting their personal data in accordance with GDPR provisions. We encourage our employees to fully utilize their potential by offering ample training and education opportunities.

Elite Travel respects employees' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, we establish constructive dialogue with their freely chosen representatives.

The Company is committed to bargaining in good faith with such representatives. Collective Agreement bargain is being discussed, agreed and conducted at the level of UHPA (Croatian Association of Travel Agencies). Company policy is determined to maintain employee rights at a level higher than the rights agreed by the Collective Agreement.

In the current circumstances, when we were forced to reduce the number of employees, we

did it legally, taking into account social and family circumstances, seniority and business needs, without discrimination on any grounds. All terminations of the contract were concluded by agreement, with legal severance paid. We hope to be able to invite them to join us again in the foreseeable future. Salary reductions were also carried out with the agreement and consent of all employees.

We take every reasonable precaution to maintain a safe and healthy working environment in order to avoid the possibility of injuring or putting at risk colleagues and members of the public. We believe that all injuries and occupational illnesses, as well as safety and environmental incidents are preventable and our goal is to reduce them to a minimum. For that purpose, Elite Travel provides number of possibilities for education and obligatory training on safe work issues. We have paid special attention to timely and accurate information distribution and creation of safety protocols for the protection of employees in the circumstances of the COVID – 19 pandemic, as well as in post-pandemic period. For this purpose, safety protocols have been created for all our activities and employees were informed, trained and familiar with them. We provided additional training for the application of the useful safety procedures, maintaining precaution during the period of normalization of business activities.

Employees' rights and obligations are regulated by the Rules on Work/Labor Act and in accordance with respective legislation. We treat all employees fairly and honestly, regardless of where they work. Elite Travel practices a legally compliant personal income policy that is motivating, with a prospect of advancement and the possibility of additional earnings. All staff members have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. All staff members are entitled to reasonable rest/breaks, access to toilets, rest facilities, potable water at their place of work and holiday leave in accordance with the legislation. Working hours scheme comply with National Law and benchmark industry standards. Elite Travel provides special adjustments for a vulnerable group of employees with special needs. We provide our employees remuneration higher than the benchmark industry standard, which satisfies their basic needs and those of the members of their families, who are directly dependent on them. Depending on the personal contribution to the company's operations, employees may also receive additional benefits up to double the amount of remuneration foreseen for the respective job. Additional prizes and bonuses are provided in accordance with the provisions of Rules on Work/Labor Act. Employees are being compensated for overtime hours, night work, Sundays and Holidays at the rate proposed by legislative standards. We are committed to comply with effective law and the best social and human rights protection standards and practices.

As already stated, the rights and obligations, the work regime and salaries are in a legally acceptable manner adjusted to the actual business circumstances and consequences of the pandemic period.

Elite Travel contract only vendors who pay their employees at least the minimum wage required by Law or the prevailing industry wage – when available, whichever is higher, and who provide all legally mandated benefits. With the development of new tools and criteria applicable to Shore-ex Sustainability, all suppliers will be successively required to have a certain degree of sustainability certification.

*Elite Travel recognize and respect the importance of indigenous cultures, heritage and traditional rights and supports the identification, recording, conservation, management and protection of indigenous cultural heritage sites and culture.

*Sustainability Policy is available to both employees and public; published on Elite Travel website, Elite Travel Extranet and on in-house notice boards. Sustainability Clause is incorporated in all supplier's contracts.

LAW AND INDUSTRIAL STANDARDS COMPLIANCE

Elite Travel is in full compliance with all international, national and local Law and regulations related to health, safety, works and environment protection. Elite Travel is also in full compliance with National Labor Law and the best industry practices, declared within our CSR policy, Sustainability Policy and company Rules on Work/Labor Act. Elite Travel postponed ISO 9001:2015 business quality standards recertification, which is agreed at UHPA level, as a part of acceptable cost cutting measures. We contract legal services of Iveković & Partners, law office from Zagreb, Croatia, as a supervisor of our internal acts, as well as for a legal representation before the court and authorities. Elite Travel is determined to avoid involvement in any kind of political activities, unfair competition, corruptive business behavior or violation of anti-trust legislation.

Achievements 2023:

We successfully applied the Code of Ethics of the Croatian National Bank during the transition period of replacing the domestic currency with the Euro, and in this sense, there was no increase in our output prices, with the exception of products where there was a significant increase in input costs. We also timely and fully adapted all internal documents and software and completed the transition period smoothly.

Tasks&Targets

We will continuously monitor and implement law amendments and best industry practices, keeping the leading position in travel agency business in Croatia. We will pay special attention to security challenges and risks arising as a result of armed conflicts and instability in Eastern Europe and the Middle East, and in this sense we will adhere to the instructions and recommendations of the Croatian Ministry of Foreign Affairs.

TRAVELIFE TEAM

Certificates:

Travelife Partner May 25 2018

Travelife Certified August 29 2018

Travelife Certified: January 04 2021, re-certified

Travelife Certified: September 11th 2023, re-certified

Achievements 2023:

Our Travelife Team at the moment counts 17 members, slightly less than the previous year, due to the usual fluctuation, with completed Travelife Basic education. All team members have completed Child Protection and Plastic Waste Management trainings, while a large number of members have completed additional courses from the range of Travelife education.

Tasks&Targets

Team members have an obligation to complete Internal Environmental Management during 2024. We expect that after the business education and introduction of new employees into the business, we will find among them a sufficient number of people interested in joining our Travelife Team.

HUMAN RESOURCES

Elite Travel applies all the provisions of the relevant National Law, collective agreement and the best social and human rights protection standards and practices. In accordance with National Law which prohibits forced labor, employees are free to enter the work and leave it upon their will, without penalties or restrictions. Employee status is determined by a formal written contract. Elite Travel ensure non-discrimination and equal opportunities for all employees and job seekers and is in full compliance with National Law, respecting all regulations of Labor Law and company's Rules on Work/Labor Act. Elite Travel is in full compliance with Labor Law of Croatia, Art. 19. and Art. 20., which regulates prohibition of children work and child abuse. We promote open door policy with no barriers between employees and management at any level. We accept with appreciation all constructive ideas, proposals and recommendations coming from our employees. Staff satisfaction survey is carried out every year in accordance with ISO 9001:2015 standards. Employee complaints and the resolution procedures are legitimated and prescribed by the Company's Rules on Work. Established procedures guarantee fair and objective treatment and protection of employee rights. Disciplinary procedures are prescribed by Rules on Work/Labor Act in accordance with National Labor Law. In accordance with the legislative framework for the protection of personal data of employees and other GDPR rules, personal data is actively protected and used only for the most necessary analytics, with the consent of employees.

Achievements 2023:

The latest amendments to the Labor Act related to more precise regulation of working from home scheme have been applied.

Tasks&Targets

We update valid company documents in accordance to the relevant legislation changes. Elite Travel actively participates in Collective Agreement negotiations as a part of UHPA negotiation team. We expect additional legal changes that would regulate working from home scheme more precisely, and in this sense we will adjust our internal acts in a timely manner and within the legal deadline.

EDUCATION

After the pandemic, the education process is gradually returning to the usual framework. It should be noted that we have again started exhibiting at the most important tourism business exchanges, workshops and fairs, which resulted in the possibility of additional education on the sidelines of events. The usual business education at professional live and online seminars in the country and abroad has also been renewed. We participate in the ECTAA project SUSTOUR, and through this aspect, we mentored and educated a number of our suppliers and partners to the level of Travelife Engaged. We participated in Shore-ex Sustainability Training in Dubrovnik, which will hopefully lead towards Shore Excursions certification in the near future. We consider this significant because on this basis we could encourage the certification of all our suppliers, which would be a significant contribution to the overall sustainability of the destination.

Achievements 2023:

Our Travelife Team members have completed online training on Plastic Waste Management.

Tasks&Targets

We will continue participation in numerous workshops on the sidelines of large tourist gatherings. All members of our Travelife Team are instructed to complete the Travelife online education on Internal Environmental Management by the end of 2024.

HEALTH & SAFETY

In accordance with the recommendations of the Croatian Institute of Public Health, we have returned to regular office work, still maintaining the model of working from home where possible, and presence in the office is not necessary.

We are in full compliance with all international, national and local legislation and regulations related to health and safety. In accordance with the National Law, Elite Travel appointed authorized employees trained for safe work supervision. All employees have completed safe work training and are in possession of valid certificate. Health, safety and security issues and threats are being properly communicated through Elite Travel Extranet and circular notices and the knowledge is being updated by training when and where applicable.

Achievements 2023:

Although the risk of infection with COVID has been pushed to the background, we continued to apply the recommended prevention procedures. A new challenge is the temptations that arise as a result of the hotspots of armed conflicts and the migrant crisis.

Tasks&Targets

We will monitor and timely react to all possible challenges, especially in this period when the pandemic ceases to be the center of attention in the public eye. We will provide training for safe work of new employees. Consequently, we follow all warnings and recommendations of competent institutions regarding security aspects that are a consequence of current crises and conflicts.

CHILDREN PROTECTION

Protection of children's rights and prevention of any exploitation or abuse, especially illegal child labor and sexual abuse, is one of the fundamental determinants of our business.

Elite Travel is in full compliance with Labor Law of Croatia, Art. 19. and Art. 20., related to prohibition of children work and children abuse. We are in full accordance with all national legislation and acceptable business practices; sustaining from any kind of children exploitation or abuse, including sexual abuse and exploitation. Elite Travel applies the same principles in supplier selection.

Achievements 2023:

We have not registered any cases of child abuse on any grounds. All members of our Travelife Team have completed online training on Child Protection. We have evaluated suppliers compliance with Child Protection principles through the SUSTOUR Travelife Report (engaged level).

Tasks&Targets

Permanent listing and communication on children protection topics within the Personal Travel Advice scope of information for clients, where applicable.

BIODIVERSITY PROTECTION

Elite Travel does not offer travel arrangements which include any interaction or participation of imprisoned wild animals. Travel arrangements which include live and protected animal species, could be included in our offer only if the animals were treated in legal and generally acceptable way, including appropriate accommodation standard, care, medical care and nutrition; in compliance with legal standards and best industry practices. Elite Travel respects National Law (Environment protection Law and other regulations) on wildlife protection. Elite Travel does not offer arrangements which will include or cause menace of flora and fauna. Elite Travel does not offer arrangements with significant impact on sustainability, life and behavior of animal population in wilderness. Tour leaders and production staff are provided regular trainings on outdoor guiding.

Achievements 2023:

In 2023 we introduced a new website, Elite Premium Experiences, which includes programs in protected areas enriched with tradition, gastronomy and historical heritage of Croatia, Slovenia, Montenegro and the Balkans. All standards of sustainability, environmental protection and biodiversity were applied.

Tasks&Targets

We have no immediate plans to introduce new programs based on biodiversity, until the existing ones reach a satisfactory load factor.

SOUVENIRS

Elite Travel does not support, promote or sell neither prohibited nor any kind of souvenirs related to endangered species or artefacts. We promote only souvenirs from local, sustainable production and fair trade sources. We follow recommendations and prescriptions listed on Elite Travel/Souvenirs & Protection, Endangered Species / Red List of Endangered Species.

Achievements 2023:

Information about locally and sustainably produced souvenirs has been re-introduced into the PTA (Personal Travel Advice) information set for clients.

Tasks&Targets

Communicate forbidden souvenirs topics through the Personal Travel Advice scope of information for the clients. Introduce clients with authentic, locally and legally produced souvenirs, which purchase contributes to well-being of community members. Emphasize desirable practices and positive contribution possibilities. Provide clients information about the origin of non-indigenous souvenirs, especially if unfair trade and inadequately paid work results in a lower price.

COMMUNITY CONTRIBUTION

Elite Travel is recognized as a community contributor. We do not adversely affect provision of basic services, nevertheless, through successful consultations with local authorities we contribute to improvement of this function. We have a good reputation and act in full compliance with National Law and local regulations.

Company properties were acquired legally, in honest manner, in good faith and with appreciation of community. Buildings are located in business areas, in accordance with urban space planning, architectural standards and harmonized with surroundings. We are in possession of all required permissions, licenses or certificates.

The current business activities and the overall crisis caused by the COVID 19 pandemic unfortunately resulted in a lack of donations to local projects. The cost reduction policy is currently not a favorable environment for donations and all efforts are focused on preserving jobs and revitalizing the business.

Achievements 2023:

During the past period, unfortunately, we could not maintain the usual rhythm of local support and donations, but all efforts were devoted to the revitalization of business and the preservation of jobs.

Tasks&Targets

Unfortunately we were not able to establish the usual frameworks of local grants and donations, but we are determined and confident that we will continue with our contribution to the local community parallel to the expected increase in the volume of business.

NATURE PROTECTION

We are committed to undertake all necessary steps to minimize our impact to the environment and the ambience in which we operate. Despite the fact that our business processes have very limited impact on ozone layer and we are still not legally bound, we calculate greenhouse gas emissions and invest appropriate offset amount in nature protection. Elite Travel also undertakes reasonable efforts to minimize noise and light pollution. Within the scope of our operations, we produce neither waste, erosion or humidity pollution nor air or water contamination from our buildings. We undertake all reasonable efforts to minimize our impact to nature by creating sustainable travel programs, whether by choice of most acceptable transportation vehicles or by applying appropriate procedures and improved technology standards to lower gas emissions. Elite Travel is determined to share awareness and promote a restriction on the use of single-use plastic items on our travel programs.

Achievements 2023:

We resumed the application and implementation, although the program was carried out in a reduced volume, of our own IACS project (Improved Adriatic Cruises Sustainability - short haul), which aims to gradually phase out the use of disposable plastic on our ships. We participate in the ECTAA project SUSTOUR with the topics of Plastic Waste Management and Excursion Certification.

Tasks&Targets

We are active in more intensive promotion and marketing for gradual establishment of full-scale ship operations and IACS project application procedure. Through the SUSTOUR project, we carry out mentoring, education and Travelife certification of a number of our suppliers, thereby improving both their and our sustainability performance.

WASTE REDUCTION

Reducing the amount of waste, whether through more efficient use procedures, saving or reuse procedures, is one of the key approaches to limiting the overexploitation of natural resources. Elite Travel, as a socially responsible company, pays constant attention to waste reduction. The most notable negative impact we generate is coming from paper consumption, single use plastics disposal and CO2 emissions by operations of our suppliers. Therefore our efforts are focused, not only, but to a significant extent to reduction of pollution from this source.

Achievements 2023:

The quantities of waste were in the expected sizes, with a noticeable reduction of plastic waste due to the resumption of the IACS project and more intensive distribution of PTA information. The emission of greenhouse gases is gradually increasing with the revitalization of business and it is to be expected that it will soon reach the levels of 2019. We achieved certain reductions through the inclusion of elements of public transport and the introduction of vehicles with more environmentally efficient engines.

Tasks&Targets

We intend to intensify the distribution of PTA information with recommendations for reducing the amount of waste and advice for the use of reusable products, as well as the implementation of the IACS program on possible additions to the fleet. We will also continue to reduce the consumption of paper in favor of electronic publications, but we are approaching the moment when further savings will not be possible because paper as a medium for the production of marketing publications will be reduced to an absolute minimum. Some savings are also possible in office operations, but there are legal requirements on keeping some documents in printed form. We shall retain video conferencing and virtual meetings as the most acceptable model for exchanging information and initiatives, harmonizing attitudes and making decisions, thus reducing potential emissions resulting from business travel and regular office operations.

WATER

We obtain water from public supply system and consumption is minimal. Water consumption is limited to our office operations requirements. We are charged proportionally (shared ownership buildings) and do not have exact insight in the consumption, but financial figures show stable, minimal consumption.

Achievements 2023:

During the reconstruction of the toilets in the Head office building, more efficient, water-saving equipment was installed.

Tasks&Targets

We have no special plans because we do not see the possibility of further savings. We are committed to purchase of more efficient water saving equipment when replacing existing one.

ENERGY

We purchase energy from public network. Alternative source of energy is not an option at the moment because of the technical reasons as well as due to the fact that such intervention can only be carried out with the consent of all other users of the building. Very rare and short supply interruptions (less than 3 hours per year) do not justify investments in replacement. Electricity consumption is not exactly measurable because our offices are located in shared ownership buildings. We are charged proportionally, but consumed amount does not differ since 2001. We use electricity only for office operations. We were informed that, by agreement of the owners, energy renovation of the facades and air conditioning system is planned with the aim of increasing energy efficiency, but have no influence on deadline.

Achievements 2023:

Electricity consumption is in line with the reduced number of working days spent in the office.

Tasks&Targets

When replacing or purchasing new ones, procure more energy efficient equipment.

PAPER

We are committed to the permanent reduction of printed promotional materials, which we replace with electronic versions. Within the framework of possibilities and legal restrictions, we try to reduce the consumption of paper in office business.

Brochure printing is contracted with partners who are in possession of following certificates: ISO9001, ISO14001, OHSAS18001, Cro Cert. All office paper used (office, internal and administrative) has proven sustainability credentials and certificates.

The vast majority of promotions are done through electronic media, internet, public networks, electronic data bases, presentations, general media and social networks. Brochure distribution is available only upon request.

Achievements 2023:

Printed editions were not used except for a limited amount of leaflets that we occasionally intervened with in order to improve the sales of certain travel programs. Consumption of office paper and stationery was also in line with the scope of business activities.

Tasks&Targets

Permanently reduce the amount of printed materials in favor of electronic versions.

GREENHOUSE GAS EMISSIONS

Despite the fact that it is not yet a legal obligation in Croatia, Elite Travel calculates our business travel related emissions with intention to compensate emissions by funding our own sustainability improvement projects and those of our suppliers (Elite RBC project). Our greenhouse gas emissions are limited to the emissions from office operations, business travel, operational transport and staff related travel. Elite Travel is focused on and invests in environmental improvement projects with our suppliers, especially in reduction of use of disposable plastics. The offset amount of 2023 will be added to the amount of previous years and spent for the purpose mentioned above. The amount of emitted gases has slightly increased compared to 2022, which was expected due to the increased number of trips for promotional and marketing purposes in the post pandemic period. The amount will be used to support the continuation of the IACS project and improvement of the sustainability of cruising in the Adriatic (plastic free cruises).

CALCULATION:

JOB TRANSPORT EMISSIONS:	12.23 tons
BUSINESS TRAVEL by CAR:	03.21 tons
BUSINESS TRAVEL by AIR:	21.33 tons
OPERATIONAL CAR EMISSIONS:	06.76 tons
TOTAL GHG EMISSIONS:	43.53 tons
OFFSET:	368.76 EUR

calculated by <https://carbonfootprint.com>

The screenshot shows a web browser window displaying the 'Carbon Offset Options' page on carbonfootprint.com. The page features a green navigation bar with links for CALCULATE, OFFSETTING, BUSINESSES, INFORMATION, ABOUT US, CONTACT, and MY ACCOUNT. Below the navigation bar, the main heading is 'CARBON OFFSET OPTIONS'. A currency selector is set to '€ EUR'. The text states: 'To offset 43.53 tonnes of CO₂e, you have the following options.' A 'Global Portfolio' option is highlighted, showing a 'Personalised Downloadable Certificate Available' for '€ 368.76 to offset 43.53 tonnes' at a rate of '€ 8.47 per tonne'. There are buttons for 'Add To Basket' and 'Monthly Subscription'. A small image of a wind turbine with the 'VCS VERIFIED CARBON STANDARD' logo is also visible. The browser's address bar shows 'carbonfootprint.com/offset.aspx?o=43.53'. The Windows taskbar at the bottom shows the time as 6:46 PM on 3/9/2024.

Achievements 2023:

The increase in the emission of GHG gases is in line with the increase in the volume of business, days spent in the office, as well as the increase in the volume of business trips.

Tasks&Targets

Compensation amount for greenhouse gas emissions will be spent on supporting the replacement of existing single-use plastic products with more environmentally friendly ones and on upgrading shipboard waste separation systems. Our IACS project is ongoing effort to reduce the carbon footprint through the use of new, more environmentally friendly technologies. Funding of IACS project (plastic free cruises) will remain our near future priority.

CHEMICALS

We have completely abandoned the use of chemical cleaning agents for the benefit of ecologically acceptable cleansers from bio-production. We use only cleaning materials for office and toilette cleaning. Dangerous or aggressive materials and liquids are not in use, except for ordinary use of office equipment, if applicable.

Achievements 2023:

We have not registered any waste containing chemicals or aggressive substances. Disposable toners previously used for office appliances were replaced with refillable and reusable toners. Damaged or unusable toners and technical equipment are disposed of in accordance with the contract with an authorized specialized company.

Tasks&Targets

We will continue to use cleaning products from bio-production, completely environmentally friendly. In the conversation with ship owners, we will try to find more environmentally friendly models for external cleaning of decks and ship's formwork. We will also permanently monitor the amount of technical waste and take appropriate disposal actions accordingly.

RISK MANAGEMENT

Emergency Procedures have been distributed to all suppliers who will participate in the SUSTOUR/ Certified Excursions project. We expect that Travelife will soon present the criteria for shore-ex certification, so that we can continue with the education and certification of suppliers who did not participate in the initial phase of project development.

Production team and production manager, as well as the contracting managers, are involved in every program development and supervised by sustainability coordinator, whose guidelines and approval are mandatory for the program approval.

As a part of the ISO 9001:2015 standard evaluation process we use the procedure RP-04/ Disconformities Management. Sustainability performance is monitored through Travelife Action Plan. We evaluate our portfolio of high-risk excursions followed by proposals of relevant procedures and activities aiming to improve the safety of operations and to reduce our impact on the environment. We determine Code of Conduct/PTA as an integral segment of program

approval. Tour leaders and production staff are provided with regular trainings on outdoor guiding and company quality standards. We regularly communicate risk issues to the customers through the Personal Travel Advice scope of information for the clients.

Achievements 2023:

We had no cases of compromising client safety or compromising the environment as a result of conducting of our operations.

Tasks&Targets

Annual evaluation of the portfolio of high-risk travel programs and adaptation to performance conditions in the post-pandemic period. Although the pandemic has officially ended, attention should continue to be focused on the implementation of the program in post-pandemic circumstances, with prompt monitoring of the valid recommendations of the Croatian Institute for Public Health. We will pay special attention to the security challenges that may arise as a result of conflicts at crisis hotspots in the world.

CUSTOMER RELATIONS

We communicate only reliable and veritable, non-deceptive and non-misleading facts, providing timely and accurate information in accordance to own knowledge.

Elite Travel provides our clients and partners with information about travel programs, features and curiosities, cultural and natural heritage of the destination, through our website, other promotional materials and formal and informal communication. We deliver at least the same what we promised. All assertions on product sustainability and sustainable business conduct are completely accurate. Clients are in ability to gain more information on our sustainability policy and practices within our web site.

Elite Travel is in full compliance with GDPR and National Law and in accordance with proclaimed Elite Travel GDPR Policy which excerpts are published on our web site (Entering and transferring of personal data, Personal data gathering, protect and use statement).

Elite Travel performs marketing campaigns in accordance and with full compliance to National Law, GDPR legislation and industry standards, providing precise and accurate information to the client.

Elite Travel has established our own Emergency Procedures and the entire staff are trained to provide assistance and information in all irregular situations. We provide our partners and clients with the contacts of the emergency Officer on duty at the destination. Officer on duty is available 24 hours a day for any counsel, dispute or nonconformity resolution. We also provide clients with emergency service contacts at the destination. Travel representatives and commercial staff in charge of specific operation are available in the office during duty time and on cellphone 24 hours/day. Customers are being provided with contacts upon arrival.

Elite Travel practice clients satisfaction surveys as an integral part of business process, in accordance with ISO 9001:2015 standard requirements. We have incorporated sustainability aspect within our client satisfaction survey questionnaires. Elite Travel applies predefined procedures for disputes and complaints resolution in accordance to National Customer Protection Law and ISO 9001:2015 standards. Procedures are listed within our Terms & Conditions document, together with Contacts, available at www.elite.hr (Online Dispute Resolution in Terms & Conditions chapter).

Achievements 2023:

No recorded objections regarding the protection of personal data (GDPR). The Sustainability

Clause, which includes the protection of personal data, is an integral part of any contract with suppliers and partners.

Tasks&Targets

We continue the application of unified Personal Travel Advice, which in nature represents a set of easily applicable and useful information for passengers on our program. Maintain existing communication models and surveys through internet based media. Perform customer satisfaction surveys on selected travel programs according to ISO 9001:2015 requirements. Share survey results with our partner tour operators and foresee improvements.

REPORTING & COMMUNICATION

This Report will be submitted to the Elite Travel Management and stakeholders, available to all interested parties on our website www.elite.hr/Sustainability Policy/News & Achievements and all other social networks and media under our influence.

Elite Travel regularly communicate sustainability efforts and achievements to our partners and clients through e-mail and other messaging forms, public statements, social media, newsletter and web sites, including our current activities. Travelife Certified, RBC, Stay Safe in Croatia and Safe Travels logos are incorporated as an identity tag in all our visuals.

Achievements 2023:

Annual Travelife Report 2022 submitted and published in electronic media and social networks. We provided initial introduction to the IACS project on social networks.

Tasks&Targets

Acquaintance of the public, where applicable and the opportunity arises, with the SUSTOUR project and our activities within its framework. Submit an Annual Travelife Report 2024 by mid-March 2025 and publish it on electronic media and social networks according to our influence, with the aim of presenting our activities and raising awareness of the importance of sustainable business management and sustainable development. Promote IACS project (Improved Adriatic Cruise Sustainability - plastic free cruises). Publish Travelife Certified, RBC, Stay Safe in Croatia and Safe Travels logo on all promotional materials.

Elite Travel of Croatia
Travelife Team
Sustainability Coordinator
Marko Rešetar