

TRAVELIFE

SUSTAINABILITY REPORT 2025

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AFFILIATION

:

UHPA, JATA, FCCA, IATA, Ensemble Travel Group, XO Private, CONNECTIONSluxury

SUSTAINABILITY COORDINATOR:

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REBRANDING, MARKET EXPANSION AND CONSOLIDATION OF PREMIUM STRATEGY

In 2025, we successfully finalized and fully implemented the rebranding and strategic transformation of our business, confirming our long-term vision for the positioning of Elite Travel in the upscale travel segment.

Following the groundwork established in the previous period, this year marked the full activation and operational implementation of the Elite Travel PREMIUM brand. What began as a strategic initiative has now been successfully brought to life, with premium programs firmly positioned on the market and delivering measurable results.

A key achievement of this phase was the expansion into the United States market. By establishing and strengthening our presence within the US marketplace and further developing our network of international partners, we have recorded a noticeable increase in demand, bookings, and overall business performance from this region. This growth clearly validates our strategic shift towards high-value markets and a quality-driven approach.

To support our partners and further strengthen market positioning, we continued organizing FAM trips, enabling direct product experience and fostering stronger collaboration in key overseas markets.

At the operational level, we have maintained and further reinforced the use of digital tools such as DMS and CANVA, ensuring continued efficiency through paperless workflows, improved internal communication, digital documentation, and high-quality promotional output. In line with our commitment to continuous improvement, we have also successfully completed our third recertification process.

Additionally, we have developed an internal digital solution in the form of a centralized, cloud-based tracking system for monitoring the quality performance of our programs. This tool is accessible to all relevant team members, who are required to regularly update it, enabling more efficient, transparent, and consistent quality management across the organization.

Due to operational limitations and fleet changes, we were unable to fully implement the IACS project (focused on enhancing the sustainability of short-haul, plastic-free cruises in the Adriatic). However, we successfully applied its core principles to our active vessels and deepened our expertise through the SUSTOUR project, where we participate in the Travelife Shore Excursions Sustainability Improvement Program. We are currently awaiting Travelife's confirmation of our supplier education and evaluation approach—implemented through the SUSTOUR project—as well as the resolution of an internal audit challenge, which will allow us to proceed with the certification of our tours.



Elite Travel remains fully committed to sustainable business practices, responsible development, and corporate social responsibility. We have joined the ECTAASUSTOUR project, and our Managing Director has been appointed as a member of the ECTAASustainability Committee.

MANGEMENT INTEGRATION

Sustainability and corporate social responsibility (CSR) are deeply embedded in our company policy—not only as part of our mission and vision, but as a core principle guiding our everyday business practices. Across all levels of the organization, from management to employees, we continuously generate initiatives, actions, and ideas aimed at improving both environmental and social sustainability.

We actively promote an open exchange of suggestions and proposals, encouraging contributions that support sustainable development within the company as well as in the broader community. Thanks to our organizational structure and company size, these topics are regularly discussed through both formal and informal channels, including email communication, internal meetings, cloud-based platforms, DMS, NITRO, CANVA, notice boards, and the Elite Extranet.

Sustainability remained a central theme of our Annual Meeting, our most important internal event of the year, which was held in Albania in November. The meeting was primarily conducted in person, with remote participation made available to team members unable to attend on-site, ensuring inclusivity and effective communication.

Further demonstrating our commitment in this area, our Managing Director continues to actively contribute at the industry level as a member of the ECTAASustainability Committee.

SUSTAINABILITY TEAM

Due to internal restructuring, employee turnover, and role transitions across departments, the Elite Travelife Team has been further strengthened and now consists of 20 members. At the same time, we continue to invest in onboarding new employees, with a strong focus on introducing them to our sustainability principles and practices, and we expect additional team members to join in the near future.

In line with our development plans, all team members have successfully completed Travelife training on Internal Environmental Management, as well as the online training on Plastic Waste Management in 2025. These trainings have further strengthened our understanding of sustainability policies, key objectives, and continuous improvement processes. Our goal for 2026 is for all team members to successfully complete the Responsible Marketing course. Sustainability coordination remains embedded at the highest organizational level. Initially led by Matea Brbora, the role of Sustainability Coordinator has been taken over by Mara Soko during her maternity leave, ensuring continuity in the implementation of sustainability



initiatives. In addition, our Managing Director continues to actively contribute as a member of the ECTAASustainability Committee, guaranteeing full management involvement, adequate resource allocation, and strategic alignment of sustainability efforts.

Following a thorough review and alignment of documentation, we conducted an on-site audit at the end of 2025, which resulted in the successful renewal of our Travelife Certified certificate. In line with our continuous improvement approach, we plan to undergo the next audit cycle in 2026.

We have also successfully completed the on-site audit for Shore-ex Sustainability Improvement and are currently awaiting the development of tools and criteria necessary to move forward with supplier certification. In 2026, we also plan to organize a workshop and training sessions for our tour guides focused on Travelife principles and sustainability practices.

MISSION STATEMENT

Founded in 2001, Elite Travel was established with a clear goal—to deliver high-quality, reliable, and innovative travel services to both clients and business partners. Over the years, we have continuously evolved our offer, developing a diverse portfolio of travel programs tailored to different interests, expectations, and market segments. This flexibility allows us to meet the specific needs of each client while maintaining a high standard of service.

At Elite Travel, we focus on creating meaningful travel experiences that encourage respect for nature, local culture, and traditions, while contributing positively to the communities we operate in. Sustainability and responsible tourism are at the core of our business approach, guiding our decisions and daily operations.

We are committed to continuously monitoring and improving the social, economic, and environmental impact of our activities, ensuring long-term value for all stakeholders. Our objective is to balance business growth with the protection of local interests, while fostering a supportive, motivating, and forward-thinking environment for both our clients and employees.

SUSTAINABILITY POLICY

Amended in December 2020, our Environmental Sustainability Policy aims to integrate sustainable development principles into all aspects of our operations, establishing and promoting environmentally responsible practices. We believe that sustainable business practices are essential to our long-term success, enabling us to grow while creating lasting value that meets the expectations of all our stakeholders.

At Elite Travel, we are committed to contributing to sustainable development—meeting present needs without compromising the ability of future generations to meet their own. Together with



our colleagues and partners, we continuously seek knowledge that supports an ecologically, economically, and socially sustainable future.

We are also dedicated to fostering an inclusive and fair workplace. Elite Travel upholds equal opportunities and fair treatment, actively working to eliminate discrimination based on race, color, sexual orientation, gender identity, religion, political beliefs, nationality, social background, indigenous status, disability, age, or any other personal characteristic unrelated to an individual's ability to perform their work.

CORPORATE SOCIAL RESPONSIBILITY

At Elite Travel, we foster an organizational culture that upholds internationally recognized human rights and ensures protection from any form of abuse. We respect the privacy of both employees and customers, safeguarding personal data in full compliance with GDPR regulations. At the same time, we actively support employees in reaching their full potential by providing continuous training and development opportunities. Employees are free to join, form, or choose not to join labor unions without fear of reprisal, intimidation, or harassment. Where employees are represented by a legally recognized union, we engage in constructive dialogue with their freely chosen representatives and participate in good-faith collective bargaining through UHPA (Croatian Association of Travel Agencies), ensuring that our internal standards remain above those defined by collective agreements.

We take all reasonable precautions to maintain a safe and healthy work environment, ensuring that employees and the public are not exposed to unnecessary risks. We firmly believe that workplace injuries, occupational illnesses, and environmental incidents are preventable, and we strive to minimize them as much as possible. To support this, employees receive mandatory safety training along with continuous education on workplace health and safety. Particular emphasis is placed on timely and accurate information sharing, as well as the development and implementation of safety protocols, including those introduced during the post-pandemic period to ensure ongoing precautionary measures.

Employee rights and obligations are regulated in accordance with the Labor Act and applicable national legislation. We ensure fair and transparent treatment of all employees, regardless of their place of work. Elite Travel implements a legally compliant and motivating salary policy that supports career development and opportunities for additional earnings. All employees have formal written contracts outlining agreed terms, conditions, and notice periods. They are entitled to adequate rest breaks, access to sanitary facilities and rest areas, drinking water at the workplace, and statutory annual leave. Working hours are organized in line with national regulations and industry standards, while additional support is provided to employees with special needs.



We offer above-standard remuneration to ensure employees can meet their personal and family needs. In recognition of individual contributions, employees may receive performance-based incentives, including bonuses of up to twice their base salary. Overtime, night work, Sundays, and holidays are compensated in accordance with legal requirements, and we remain fully committed to upholding labor laws and best practices in social and human rights protection.

We collaborate exclusively with suppliers who comply with legal wage requirements, ensuring their employees receive at least the minimum or industry-standard wage (whichever is higher), along with all legally mandated benefits. With the continued development of tools and criteria under the Shore-ex Sustainability Program, suppliers will be progressively required to achieve defined levels of sustainability certification.

Elite Travel recognizes and respects the importance of indigenous cultures, heritage, and traditional rights. We actively support the identification, documentation, conservation, and protection of cultural heritage and local traditions.

Our Sustainability Policy is publicly available and communicated transparently to all stakeholders. It is published on the Elite Travel website, accessible via the Elite Travel Extranet, and displayed on internal notice boards. In addition, a sustainability clause is incorporated into all supplier contracts, ensuring alignment with our sustainability commitments.

LAW AND INDUSTRIAL STANDARDS COMPLIANCE

Elite Travel operates in full compliance with all applicable local, national, and international laws and regulations related to environmental protection, health and safety, and labour standards. Our operations are aligned with the National Labor Law, as well as with the highest industry standards defined in our CSR Policy, Sustainability Policy, and internal Rules on Work/Labor Act. In line with cost-optimization measures agreed at the UHPA level, the ISO 9001:2015 quality management standard recertification has been temporarily postponed.

Legal oversight of our internal regulations, as well as representation before courts and public authorities, is entrusted to the Zagreb-based law firm Iveković & Partners, Croatia.

Elite Travel remains fully committed to conducting its business in a responsible and ethical manner, strictly avoiding any involvement in corruption, unfair competition, political activities, or breaches of antitrust and competition laws.

Achievements 2025:

In addition to the necessary harmonization with national legislation, we have harmonized our operations with the regimes and regulations of local authorities in tourist destinations. Given that destinations, in order to avoid excessive traffic jams, create zones of special traffic regime, in cooperation with them we have harmonized our operations, and in this way made our own contribution to reducing the impact on the daily functioning of the local community.



Tasks & Targets

We will continue to track, evaluate, and implement legal amendments as well as best industry practices in order to sustain our leading position within the Croatian travel sector. Particular focus will be placed on security risks and challenges arising from armed conflicts and instability in the Middle East and Eastern Europe. In this context, we will strictly follow all guidance and recommendations issued by the Croatian Ministry of Foreign and European 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
Travelife Certified: December, 22 2025, re-certified

Achievements 2025:

The Elite Travelife Team has grown to 20 members, including newly appointed coordinators, reflecting our ongoing commitment to strengthening sustainability within the company. All members have completed Travelife Basic education, and all have successfully completed Plastic Waste training, with many also completing additional Travelife courses. We continue to onboard new employees with a strong focus on sustainability principles.

Tasks & Targets

In 2026, we plan to further expand the Elite Travelife Team by including additional employees, as well as actively involving guides and drivers in our sustainability initiatives. We aim to continue strengthening awareness and engagement across all operational roles, ensuring broader implementation of our sustainability practices throughout the company. Additionally, it is our goal that all members of the Travelife team successfully complete the Responsible Marketing course in 2026, further reinforcing our commitment to ethical and sustainable communication practices.



HUMAN RESOURCES

Elite Travel fully complies with all provisions of the applicable national legislation, collective agreements, and the highest standards of social and human rights protection. In accordance with Croatian labor legislation prohibiting forced labor, employees are free to enter into and terminate employment at their own discretion, without penalties or restrictions. All employment relationships are formalized through written employment contracts, ensuring legal clarity and protection for all parties involved.

Elite Travel promotes equal opportunities and non-discrimination for all employees and job applicants, in full compliance with the Croatian Labour Act and the company's internal Rules on Work. The company strictly adheres to Articles 19 and 20 of the Croatian Labour Act, which prohibit child labor and all forms of child exploitation. Through an open-door policy, Elite Travel fosters a transparent, inclusive, and collaborative working environment that encourages communication between employees and management at all organizational levels.

The company highly values employee engagement and actively encourages staff to share constructive ideas, proposals, and recommendations. To continuously improve employee satisfaction and workplace conditions, an annual employee satisfaction survey is conducted in accordance with ISO9001:2015 standards. Employee complaints and grievance procedures are clearly defined within the company's Rules on Work, ensuring fair, objective, and transparent handling of all cases. Disciplinary procedures are implemented in accordance with the Rules on Work and applicable national labor legislation.

In line with GDPR requirements and employee data protection regulations, Elite Travel applies strict confidentiality and security measures to all personal data. Employee data is processed solely for legitimate business and analytical purposes, and only with the employee's consent where required, ensuring full compliance with privacy and data protection legislation.

In 2025, Elite Travel introduced the possibility of remote work and work from a separate workplace within its employment organization. Work from a separate workplace refers to work performed from the employee's home or another agreed location outside the employer's premises, in accordance with an agreement between the employee and the employer.

As the Croatian Labour Act allows this form of work organization, Elite Travel implemented remote work arrangements through amendments to employment contracts, internal ordinances, and related procedures. This approach enables greater operational flexibility, optimization of utility and operational costs, and easier engagement of employees and collaborators from across the EU. It also provides employees with the opportunity to perform their work remotely or from their place of residence, contributing to improved work-life balance and organizational efficiency.



Additional provisions related to remote work have been incorporated into employment contracts and occupational health and safety documentation to ensure compliance with legal and safety requirements for work performed outside the employer's premises.

Furthermore, Elite Travel appointed a designated employee responsible for monitoring the needs and possibilities of employing workers from third countries, particularly for positions where employment is permitted without the obligation to conduct a labor market test, in accordance with applicable legislation.

Achievements 2025:

Elite Travel successfully implemented remote work and work-from-home arrangements in accordance with the latest amendments to the Croatian Labour Act. Employment contracts, internal ordinances, and occupational health and safety procedures were updated to ensure full legal compliance and efficient application of remote work practices. Additionally, the company strengthened its procedures related to the employment of foreign workers in line with applicable legislation.

Tasks & Targets

Elite Travel will continue updating internal company documents and employment procedures in accordance with relevant legislative changes, particularly those related to remote work arrangements, occupational safety, and the employment of foreign workers. As part of the UHPA negotiation team, the company actively participates in Collective Agreement negotiations and monitors upcoming regulatory developments to ensure timely alignment of all internal acts and procedures with applicable legal requirements.

EDUCATION

Elite Travel conducts regular employee training, both on business systems and programs, as well as training on socially responsible business. Since business processes have become normalized, employees participate in a large number of international meetings, seminars and tourist fairs.

Achievements 2025:

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. In 2026, all members of our Travelife Team are expected to successfully complete the Responsible



Marketing course, further strengthening our commitment to sustainable and ethical business practices.

HEALTH & SAFETY

Elite Travel promotes a work-from-home model wherever feasible, reducing the need for physical office presence. The company is fully compliant with all applicable national, local, and international regulations governing health and safety. In accordance with National Law, designated and specially trained employees have been appointed to oversee safe working practices across the organization. A formal Risk Assessment document is maintained for every workplace within the company.

All employees have successfully completed occupational safety training and hold valid certificates confirming compliance and ensuring their own safety. Health, safety, and security information is communicated effectively through the Elite Travel Extranet and official circulars, with additional updates provided through ongoing training sessions when required.

Achievements 2025:

We renewed the appointment of persons responsible for occupational safety, as well as the election of employee representatives in the Occupational Safety Committee.

Tasks & Targets

We will provide training for safe work of new employees and permanently update Occupational Risk Assessment Document. 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 the prevention of any form of exploitation or abuse, especially illegal child labor and sexual abuse, are among the core principles of our business.

Elite Travel is in full compliance with Articles 19 and 20 of the Croatian Labor Law, which prohibit child labor and child abuse. We strictly adhere to all national legislation and ethical business practices, ensuring that no form of child exploitation or abuse, including sexual exploitation, occurs within our operations. These principles are also applied in our supplier selection process, ensuring that all partners align with our commitment to child protection and ethical standards.

Achievements 2025:



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 SUSTOURTravelifeReport (engaged level). We expect to expand the training to a larger number of suppliers, as soon as we receive an affirmative evaluation by Travelife.

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 that involve the interaction with or participation of imprisoned wild animals. Travel experiences that feature live and protected animal species may only be included in our offerings if the animals are treated in a legal and ethically acceptable manner, with proper accommodations, care, medical treatment, and nutrition, in compliance with legal standards and best industry practices.

We fully respect National Law (including Environmental Protection Law) and other regulations related to wildlife protection. Elite Travel does not offer arrangements that involve, or could potentially harm, flora and fauna. Additionally, we do not provide tours with significant negative impacts on the sustainability, life, or behavior of animal populations in the wild.

Our tour leaders and production staff regularly undergo training on outdoor guiding to ensure responsible and respectful handling of wildlife and the environment.

Achievements 2025:

In 2025, we further expanded our portfolio by creating a new excursion titled "Following the Footsteps of Tradition" (Tragovima tradicije). As part of our ongoing commitment to sustainable tourism development, this program focuses on promoting local heritage, cultural authenticity, and environmentally responsible travel experiences. The excursion was nominated at the Days of Croatian Tourism 2025 in Dubrovnik, recognizing its contribution to innovative and sustainable tourism practices.

Tasks & Targets

In 2026, we plan to further expand our portfolio by introducing two new excursions on Hvar Island: Hvar Herbal Wisdom and a Cooking Class Experience. These programs are designed



with a strong focus on local heritage, gastronomy, and sustainable tourism principles, offering authentic experiences rooted in the island's natural and cultural environment.

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 2025:

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 widely recognized as a positive contributor to the local community. We do not negatively impact the provision of basic services; on the contrary, through constructive consultations with local authorities, we actively support improvements in this area. The company maintains a strong reputation and operates in full compliance with national legislation and local regulations.

All company properties were acquired lawfully, in good faith, and in a transparent manner, with due respect for the local community. The buildings are situated in designated business zones, in line with urban planning regulations and architectural standards, and are well integrated into the surrounding environment. We hold all necessary permits, licenses, and certificates required for our operations.

Achievements 2025:

During 2025, we donated IT equipment to the Maslina Children's Home and a refrigerator to the Orthopedics Department of the Dubrovnik General Hospital. We remain committed to



supporting those most in need and ensuring our contributions have a meaningful impact on individuals and communities in difficult situations.

Tasks & Targets

We are planning additional donations of IT equipment to institutions for the care of children with special needs and without parental care.

NATURE PROTECTION

Elite Travel is dedicated to minimizing its environmental impact and preserving the ambience in which it operates. We actively promote the reduction of single-use plastic items across all travel programs and continuously work on raising environmental awareness among our guests. As part of our sustainability approach, we develop travel experiences that encourage responsible practices, including the selection of environmentally preferable transport options and the application of improved technologies to reduce emissions. Although our operations have a limited impact on the ozone layer, and we are not yet legally required to do so, we calculate greenhouse gas emissions and invest an appropriate offset amount in nature protection.

On our regular excursions, we encourage guests to use public city transport, which is also our recommended mode of travel. In cruise-related operations, shuttle transfers are carried out using buses from the public transport system, further supporting sustainable mobility.

We also make reasonable efforts to reduce noise and light pollution. Within the scope of our activities, we do not generate waste, erosion, or humidity pollution, nor do we contribute to air or water contamination from our facilities.

Achievements 2025:

We implemented our own IACS project (Improved Adriatic Cruises Sustainability – short haul), aimed at gradually phasing out the use of disposable plastics on our ships. We participated in the ECTAA SUSTOUR project, focusing on Plastic Waste Management and Excursion Certification, and all members of our Travelife team successfully completed a Plastic Waste Management training course. In addition, all shuttle transport for cruise passengers was carried out using public city transport, further supporting sustainable mobility and reducing environmental impact.

Tasks & Targets



Activities in more intensive promotion and marketing of full-scale ship operations and IACS project application procedure. Based on SUSTOUR project, we shall 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 2025:

We achieved significant GHG emission reductions through the inclusion of elements of public transport and the gradual introduction of vehicles with more environmentally efficient engines. 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.

Tasks & Targets

We are intensifying the distribution of PTA information with recommendations aimed at reducing waste and promoting the use of reusable items. In addition, we are investigating IACS compliance for potential additions to the fleet. We are approaching a point where further reductions in paper consumption will no longer be feasible, as paper for marketing publications is already minimized to an absolute minimum. While some savings are still possible in office operations, there are legal requirements to maintain certain documents in printed form.

From 2026, in line with the introduction of the new focalization system in Croatia (Focalization 2.0), all VAT-registered businesses will be required to issue and receive invoices exclusively in electronic form, which will further support our transition towards fully digital operations and significantly reduce paper usage.

We will continue to prioritize video conferencing and virtual meetings as the most effective model for exchanging information, aligning perspectives, and making decisions, thereby reducing potential emissions 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 2025:

During the reconstruction of the toilets in the Headoffice 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 facade is planned with the aim of increasing energy efficiency, but have no influence on deadline.

Achievements 2025:

Electricity consumption is in line with the reduced number of working days spent in the office. During 2025, a new, significantly more efficient air conditioning system was installed in our offices.

Tasks & Targets

When replacing or purchasing new equipment, we prioritize more energy-efficient solutions. In addition, our computers are programmed to automatically shut down when not in use, helping to reduce energy consumption and improve overall operational efficiency.

PAPER

We are committed to the permanent reduction of printed promotional materials, which are replaced with electronic versions wherever possible. Within the framework of applicable legal



restrictions and operational possibilities, we continuously work to reduce paper consumption in office operations.

Brochures are no longer printed for regular business use; they are produced only upon specific request from partners and exclusively in cooperation with certified printing partners holding ISO 9001, ISO 14001, OHSAS 18001, and Cro Cert certifications. All office paper used (for office, internal, and administrative purposes) has verified sustainability credentials and certifications.

The vast majority of our promotional activities are conducted through electronic media, the internet, public networks, electronic databases, presentations, general media, and social networks. Accordingly, brochure distribution is available only on request and in strictly limited cases.

Achievements 2025:

Printed editions are not used, as brochures are no longer produced or printed under any circumstances in regular operations. They are issued only in exceptional cases and exclusively upon specific request from partners, although in practice such requests do not occur.

Consumption of office paper and stationery remains aligned with the scope of business activities and is kept at a necessary minimum.

Tasks & Targets

Permanently reduce the number of printed materials in favour of electronic versions. From 2026, in line with the introduction of the new focalization system in Croatia (Focalization 2.0), all VAT-registered businesses will be required to issue and receive invoices exclusively in electronic form, which will further support our transition towards fully digital operations and significantly reduce paper usage.

GREENHOUSE GAS EMISSIONS

Although it is not yet a legal obligation in Croatia, Elite Travel calculates the emissions associated with our business travel with the intention of compensating for these emissions by funding our own sustainability improvement projects and those of our suppliers (Elite RBC project). Our greenhouse gas emissions are primarily limited to emissions from office operations, business travel, operational transport, and staff-related travel.

Elite Travel is committed to investing in and supporting environmental improvement projects in collaboration with our suppliers, with a particular focus on reducing the use of disposable



plastics. The offset amount for 2024 will be added to the total from previous years and used for the purposes outlined above.

The amount of emitted GHG has slightly increased compared to 2023, which was anticipated due to the increased number of promotional and marketing business trips. The funds will be allocated to support the continuation of the IACS project and the enhancement of sustainability in Adriatic cruising (including plastic-free cruises).

CALCULATION:

JOB TRANSPORT EMISSIONS:	8,54 tons
BUSINESS TRAVEL by CAR:	6,81 tons
BUSINESS TRAVEL by AIR:	11,25 tons
TOTAL GHG EMISSIONS:	56.34 tons

OFFSET: **539,07 EUR**

calculated by <https://carbonfootprint.com>

CARBON OFFSET OPTIONS

Currency:

To offset 56,34 tonnes of CO₂e, you have the following options.

Global Portfolio

Personalised Downloadable Certificate Available

€ 539,07 incl. 20% VAT to offset 56.34 tonnes
(€ 9.57 Incl. 20% VAT per tonne)

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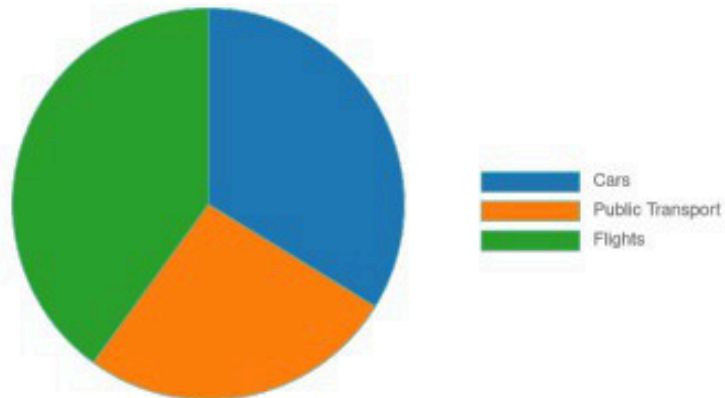
Your funding supports our Global Portfolio VCS certified carbon reduction programmes across the world via a range of projects that include carbon avoidance, clean and renewable energy generation. Many are within developing countries, where they also provide additional social benefits.





CFP Self Assessed Carbon Footprint Results & Recommendation

Organisation	Elite Travel d.o.o.
Data entered by	Marko Rešetar
Number of employees	1
Report generated on	3/27/2026
Report period	01/03/2025 to 28/02/2026



Total market-based emissions = 32.47 tonnes CO₂e
Total location-based emissions 32.47 tonnes CO₂e

Market-Based Carbon intensity = 32.47 tonnes CO₂e / employee

Read on for the full report & recommendations

Achievements 2025:

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 2025:

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, used 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

The Code of Conduct is a fundamental part of the program approval process. Our tour leaders and production staff receive regular training in outdoor guiding and company quality standards. We also communicate risk-related information to our customers through the Personal Travel Advice scope, ensuring they are well informed.

As part of the ISO9001:2015 standard evaluation process, we follow the RP-04/Nonconformities Management procedure. Our sustainability performance is monitored through the Travelife Action Plan. We assess our portfolio of high-risk excursions and propose appropriate procedures and activities aimed at improving safety and reducing environmental impact.

The production team, production manager, and contracting managers are involved in the development of each program, with oversight provided by the Sustainability Coordinator, whose guidelines and approval are mandatory for program authorization.

Emergency Procedures have been distributed to all staff and suppliers participating in the SUSTOUR/Certified Excursions project. We also anticipate that Travelife will soon introduce criteria for shore-ex certification, enabling further education and certification of suppliers who were not included in the initial project phase.

Achievements 2025:

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

Tasks & Targets

Annual evaluation of the portfolio of high-risk travel programs and adaptation to actual performance conditions. 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

Elite Travel communicates only reliable, verifiable, non-deceptive, and non-misleading information, ensuring the provision of timely and accurate details based on our best knowledge. We offer clients and partners information about our travel programs, including destination features, cultural and natural heritage, and local curiosities, through our website, itineraries, promotional materials, and both formal and informal communication channels. We ensure that we always deliver at least what we promise, and all sustainability-related claims are fully accurate. Clients can access additional information on our sustainability policies and practices on our website.

Elite Travel fully complies with GDPR and National Law, in accordance with our published GDPR Policy, with key excerpts available online, including provisions on personal data collection, processing, protection, and transfer. Our marketing activities are conducted in full compliance



with National Law, GDPR regulations, and industry standards, ensuring accurate and transparent communication with clients.

We have established Emergency Procedures and ensure all staff are trained to respond and provide information in case of irregular situations. We provide partners and clients with 24/7 contact details of the Emergency Officer in each destination, as well as additional emergency contacts on site. Travel representatives and operational staff are also available during duty hours and can be reached by mobile phone at all times, with all relevant contacts provided to clients upon arrival.

We conduct client satisfaction surveys in line with ISO 9001:2015 standards, with sustainability aspects integrated into the questionnaires. In addition, we have introduced an internal tracking table for monitoring guest feedback and impressions, allowing for more structured analysis and continuous improvement. Elite Travel follows predefined procedures for dispute and complaint resolution in accordance with National Consumer Protection Law and ISO 9001:2015 standards (currently paused), as detailed in our Terms & Conditions, available on our website under the Online Dispute Resolution section.

Achievements 2025:

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 represents a set of practical and easily applicable information for passengers on our programs. We maintain existing communication models and surveys through internet-based media and conduct customer satisfaction surveys on selected travel programs in line with ISO 9001:2015 requirements. Survey results are shared with our partner tour operators, with the aim of identifying and implementing improvements.

In addition, an internal tracking table for guest satisfaction has been developed, and from 2026 all employees are required to use it consistently in order to systematically monitor and analyze guest feedback and ensure continuous improvement of customer satisfaction.

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, StaySafe in Croatia and Safe Travels logos are incorporated as an identity tag in all our visuals.

Achievements 2025:

Annual Travelife Report 2025 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 2025 by May 2026 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, StaySafe in Croatia and Safe Travels logo on all promotional materials.

Elite Travel of Croatia

Travelife Team

Sustainability Coordinator

Mara Soko

