



**elite**  
TRAVEL

Travelife  
CERTIFIED  
Excellence in sustainability

# TRAVELIFE

## SUSTAINABILITY REPORT 2024

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**elite**  
RESPONSIBLE BUSINESS CONDUCT



# RESTRUCTURING AND RE-BRANDING

In 2024, we completed the process of restructuring and optimizing our business operations, aligning them with the latest market trends and our vision for the future profile of Elite Travel. Our initial focus on collaboration with independent tour operators was no longer sustainable, as market fragmentation made it difficult to build a sufficient customer base for large-scale operations. Therefore, we shifted our strategy from quantity to quality, directing our efforts toward the upscale market. In line with this, we prioritized marketing and promotional activities in overseas markets—particularly in South and North America—by establishing a network of partner agencies for program representation and promotion.

While evaluating our portfolio, we identified the need to create a distinct brand to better cater to this high-end audience. As a result, we launched Elite Travel PREMIUM, under which we have developed, implemented, and promoted programs tailored to this target market. We are currently organizing FAM trips for partners in these key regions.

To enhance office efficiency, we have integrated DMS, NITRO, and CANVA systems, significantly reducing paper consumption, streamlining internal communication through paperless workflows, enabling digital signatures, and facilitating the creation of digital promotional materials.

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 ECTAA SUSTOUR project, and our Managing Director has been appointed as a member of the ECTAA Sustainability Committee.

# MANAGEMENT INTEGRATION

Sustainability and corporate social responsibility (CSR) are integral to our company policy—not just as part of our mission or vision statements, but as a fundamental mindset in the way we conduct business. Initiatives, actions, and ideas are continuously generated at all levels of management and among employees. We actively encourage the exchange of ideas and proposals to enhance environmental and social sustainability, both within the company and in the wider community. Our company size allows for open discussions on these topics through both formal and informal channels, including email, office meetings, cloud platforms, DMS, NITRO, CANVA, notice boards, and the Elite Extranet.

Sustainability was a key topic at our Annual Meeting, held in December in Dubrovnik—our most significant corporate event of the year. The meeting was conducted primarily in person, with remote participation enabled for dislocated team members. As a testament to our commitment to sustainability, our Managing Director has been appointed as a member of the ECTAA Sustainability Committee.

# SUSTAINABILITY TEAM

Due to employee turnover, workforce rationalization in certain sectors, and staff transitions to new positions, the Elite Travelife Team currently consists of 16 members. At the same time, we are actively working on familiarizing new employees with the principles of sustainable business and expect some of them to join our team in the near future.

In line with our plans, our team members have successfully completed Travelife training on Internal Environmental Management. In 2025, they are scheduled to complete Travelife's online training on Plastic Waste Management, which will provide a deeper understanding of our sustainability policy, its objectives, and the methods for continuous improvement.

Sustainability coordination has been elevated to the level of the Company Assembly, with the current Sustainability Coordinator being one of the company's co-owners and stakeholders. Additionally, our Managing Director is a member of the ECTAA Sustainability Committee, ensuring full management involvement, funding, and integration of sustainability initiatives.

Following a thorough review and alignment of documentation, we completed the desk audit at the beginning of 2023. This was followed by an on-site audit, leading to the renewal of our Travelife Certified certificate. We have also successfully completed the on-site audit for Shorex Sustainability Improvement and are currently awaiting the development of tools and criteria necessary to move forward with supplier certification.

# MISSION STATEMENT

Founded in 2001, Elite Travel was established with the mission of providing superior travel services to our clients and business partners. We offer a diverse range of travel programs, catering to various interests and preferences. With numerous options available, we are confident that each client will find a travel experience that suits their unique needs and budget.

At Elite Travel, we are dedicated to creating experiences that promote appreciation and conservation of nature, local culture, traditions, and benefit communities. We are committed to responsible tourism, ensuring that every aspect of our operations aligns with sustainable practices. We continuously monitor the social, economic, and environmental impact of our activities to uphold this commitment.

Our goal is to protect the interests of local communities while fostering a comfortable, productive, and inspiring environment for both our customers 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 human rights abuses. We respect the privacy of both employees and customers, safeguarding their personal data in full compliance with GDPR regulations. Additionally, we encourage employees to reach their full potential by providing extensive training and education opportunities. We fully respect employees' right to join, form, or choose not to join a labor union, without fear of reprisal, intimidation, or harassment. When employees are represented by a legally recognized union, we engage in constructive dialogue with their freely chosen representatives and are committed to good-faith bargaining,

with negotiations on collective agreements being conducted at the level of UHPA (Croatian Association of Travel Agencies). Our policy ensures that employee rights remain higher than those established by the collective agreement.

In times of necessary workforce reduction, we have acted in strict compliance with legal regulations, considering social and family circumstances, seniority, and business needs—without any form of discrimination. All contract terminations were mutually agreed upon, with full legal severance packages provided, and we remain hopeful that we will be able to welcome back former employees in the near future. 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 believe that workplace injuries, occupational illnesses, and environmental incidents are preventable, and our goal is to minimize them as much as possible. To support this, we provide employees with compulsory safety training and educational opportunities on workplace safety. Special attention has been given to timely and accurate information distribution, as well as the development of safety protocols to protect employees during the post-pandemic period. Specific safety measures were implemented across all activities, and employees received comprehensive training on these procedures, ensuring continued precautionary measures during the business normalization phase.

Employee rights and obligations are regulated by the Rules on Work/Labor Act and in full accordance with national legislation. We treat all employees fairly and transparently, regardless of their work location. At Elite Travel, we implement a legally compliant, motivating salary policy that offers prospects for career advancement and additional earnings. All staff members have written employment contracts, outlining agreed-upon terms, conditions, and notice periods. Employees are entitled to reasonable rest breaks, access to toilets and rest areas, potable drinking water at their workplace, and legally mandated holiday leave. Our working hour schemes comply with national laws and benchmark industry standards. Additionally, special accommodations are provided for employees with special needs.

We offer above-standard remuneration, ensuring employees can meet their own and their families' basic needs. Based on personal contributions to company operations, employees may also receive performance-based benefits, including bonuses of up to double their base salary. Overtime, night shifts, Sundays, and holidays are compensated at legally mandated rates, and we remain fully committed to complying with labor laws and best social and human rights protection standards.

We exclusively contract vendors who pay their employees at least the legally required minimum wage or the prevailing industry wage—whichever is higher—and who provide all legally mandated benefits. With the ongoing development of new tools and criteria under the Shore-ex Sustainability Program, all suppliers will gradually be required to obtain a certain level 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 operates in full compliance with all international, national, and local laws and regulations related to health, safety, labour, and environmental protection. The company also adheres to the National Labor Law and the highest industry standards, as outlined in our CSR Policy, Sustainability Policy, and company Rules on Work/Labor Act. As part of cost-cutting measures agreed at the UHPA level, we have postponed the recertification of ISO 9001:2015 business quality standards. Legal supervision of our internal regulations, as well as representation before courts and authorities, is entrusted to Iveković & Partners, a law firm based in Zagreb, Croatia. Elite Travel remains firmly committed to maintaining ethical business practices, avoiding involvement in political activities, unfair competition, corrupt business behaviour, or violations of antitrust legislation.

## Achievements 2024:

In line with the Code of Ethics of the Croatian National Bank, we successfully transitioned from the domestic currency to the Euro, ensuring that no price increases occurred, except for products where significant input cost increases were unavoidable. We also updated all internal documents and software in a timely manner, ensuring a smooth transition period.

## Tasks & Targets

We will continue to monitor and implement legal amendments and best industry practices to maintain our leading position in the Croatian travel industry. Special attention will be given to security challenges and risks arising from armed conflicts and instability in Eastern Europe and the Middle East. In this regard, we will strictly 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 2024:

Our Travelife Team at the moment counts 16 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 Internal Environmental 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 Plastic Waste Management during 2025. We expect that after the business education and introduction of new employees into the business, we will find among them a sufficient number of colleagues interested in joining our Travelife Team.

# HUMAN RESOURCES

Elite Travel fully adheres to all provisions of the relevant National Law, collective agreements, and the highest social and human rights protection standards and practices. In compliance with National Law prohibiting forced labor, employees are free to enter and leave employment at their own discretion, without penalties or restrictions. Employment status is formalized through a written contract, ensuring legal clarity and protection for all parties.

Elite Travel upholds non-discrimination and equal opportunity principles for all employees and job seekers, strictly complying with National Labor Law and the company's Rules on Work/Labor Act. The company also ensures full compliance with Articles 19 and 20 of the Croatian Labor Law, which prohibit child labor and child exploitation. Our open-door policy fosters a transparent and inclusive work environment, eliminating barriers between employees and management at all levels.

We highly value and actively encourage employees to share constructive ideas, proposals, and recommendations. To continuously improve workplace satisfaction, we conduct an annual staff satisfaction survey in accordance with ISO 9001:2015 standards. Employee complaints and resolution procedures are legally defined and regulated by the company's Rules on Work, ensuring fair, objective, and transparent treatment. Disciplinary procedures follow the Rules on Work/Labor Act, in full compliance with National Labor Law.

In line with GDPR regulations and employee data protection laws, Elite Travel maintains strict confidentiality and security measures for all personal data. Employee data is used only for essential analytics and strictly with the employee's consent, ensuring full compliance with privacy and data protection legislation.

#### **Achievements 2024:**

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

#### **Tasks & Targets**

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. We also expect new legal regulations regarding the employment of foreign workers.

# 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 2024:**

Our Travelife Team members have completed online training on Internal Environmental 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 Plastic Waste Management by the end of 2025.

# HEALTH & SAFETY

Elite Travel supports a work-from-home model wherever possible, eliminating the need for physical presence in the office. We are in full compliance with all international, national, and local health and safety legislation and regulations. In line with National Law, Elite Travel has appointed authorized employees who are specifically trained to supervise safe work practices. We maintain a Risk Assessment document for every workplace within the company. All employees have completed safe work training and possess valid certificates to ensure law compliance and own safety. Health, safety, and security concerns are effectively communicated through the Elite Travel Extranet and circular notices, with updates provided through ongoing training when applicable.

## **Achievements 2024:**

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 2024:**

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). 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 2024:**

In 2024 we established programs from the Elite Travel Premium Experience brand, which include programs in protected areas enriched with tradition, gastronomy and historical heritage of Croatia, Slovenia, Montenegro and the Balkans. All standards of sustainability, environmental and biodiversity protection, were applied.

## **Tasks & Targets**

We have no immediate plans to introduce new programs which would include potential biodiversity impact, 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 2024:**

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.

## **Achievements 2024:**

During 2024, we donated IT equipment to the Maslina Children's Home (a home for children without adequate parental care).

## **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

We are committed to taking all necessary steps to minimize our environmental impact and preserve the ambience in which we operate. Although our business processes have a limited impact on the ozone layer, and we are not yet legally required to do so, we calculate our greenhouse gas emissions and invest an appropriate offset amount in nature protection.

Elite Travel also makes reasonable efforts to minimize noise and light pollution. Within the scope of our operations, we do not produce waste, erosion, or humidity pollution, nor do we contribute to air or water contamination from our buildings.

We take all reasonable actions to reduce our impact on nature by creating sustainable travel programs. This includes selecting the most environmentally responsible transportation options and applying appropriate procedures and improved technology standards to lower gas emissions. Elite Travel is dedicated to raising awareness and promoting the reduction of single-use plastic items in our travel programs.

## **Achievements 2024:**

We implemented 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 participated in the ECTAA project SUSTOUR with the topics of Plastic Waste Management and Excursion Certification.

## **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 2024:**

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.

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 2024:**

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 is planned with the aim of increasing energy efficiency, but have no influence on deadline.

#### **Achievements 2024:**

Electricity consumption is in line with the reduced number of working days spent in the office. During 2024, a new, significantly more efficient air conditioning system was installed in our offices.

#### **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 2024:**

Printed editions were not used except for a limited number 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 number of printed materials in favour of electronic versions

## 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:

<b>JOB TRANSPORT EMISSIONS:</b>	<b>21.70 tons</b>
<b>BUSINESS TRAVEL by CAR:</b>	<b>12.77 tons</b>
<b>BUSINESS TRAVEL by AIR:</b>	<b>21.88 tons</b>
<b>TOTAL GHG EMISSIONS:</b>	<b>56.34 tons</b>

**OFFSET:** **539,07 EUR**  
calculated by <https://carbonfootprint.com>

### Achievements 2024:

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.

## CARBON OFFSET OPTIONS

Currency:

To offset 56,34 tonnes of CO<sub>2</sub>e, 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)

[Add To Basket](#) [Monthly Subscription](#)

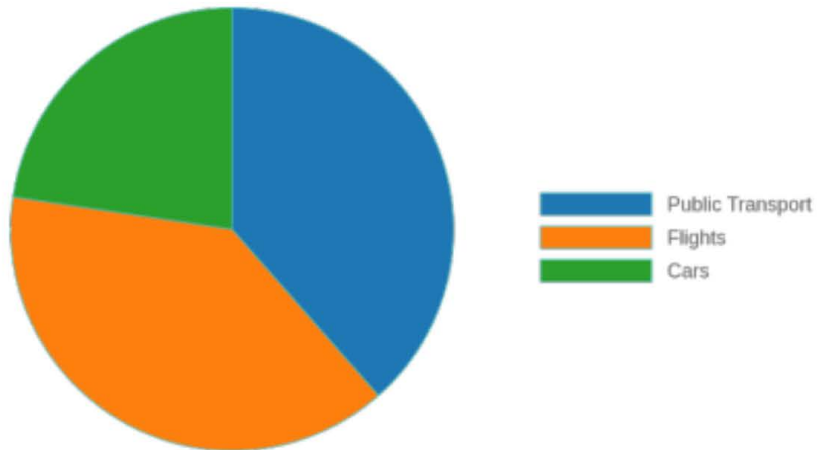
Your funding supports our Global Portfolio VCS certified carbon reduction programmes across the world via a range of projects that include carbon avoidance, clean and renewable energy generation. Many are within developing countries, where they also provide additional social benefits.





# CFP Self Assessed Carbon Footprint Results & Recommendation

<b>Organisation</b>	<b>Elite Travel d.o.o.</b>
Data entered by	Marko Rešetar
Number of employees	48
Date	13. 03. 2025.



Total market-based emissions = 56.34 tonnes CO<sub>2</sub>e  
Total location-based emissions 56.34 tonnes CO<sub>2</sub>e

Market-Based Carbon intensity = 56.34 tonnes CO<sub>2</sub>e / employee

Read on for the full report & recommendations

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 2024:**

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

Emergency Procedures have been distributed to all our staff and suppliers participating in the SUSTOUR/Certified Excursions project. We anticipate that Travelife will soon present the criteria for shore-ex certification, allowing us to continue with the education and certification of suppliers who did not take part in the initial phase of the project.

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

As part of the ISO 9001:2015 standard evaluation process, we follow the RP-04/Disconformities Management procedure. Our sustainability performance is monitored through the Travelife Action Plan. We assess our portfolio of high-risk excursions and propose relevant procedures and activities aimed at improving safety and reducing environmental impact.

The Code of Conduct is a fundamental component 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 issues to our customers through the Personal Travel Advice scope, ensuring they are well-informed.

### **Achievements 2024:**

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 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 that we provide timely and accurate details based on our knowledge. We offer our clients and partners information about our travel programs, including destination features, curiosities, and the cultural and natural heritage of the area, through our website, itineraries, related promotional materials, and both formal and informal communication. We ensure that we always deliver at least what we promise. All claims regarding the sustainability of our products and business practices are fully accurate. Clients can access additional information on our sustainability policies and practices on our website.

Elite Travel complies fully with GDPR and National Law, in accordance with our published GDPR Policy, with excerpts available on our website (including information on the entry and transfer of personal data, personal data collection, protection, and usage statements).

Our marketing campaigns are carried out in full compliance with National Law, GDPR regulations, and industry standards, ensuring the delivery of precise and accurate information to clients.

We have established our own Emergency Procedures, and all staff are trained to assist and provide information in the event of irregular situations. We provide our partners and clients with contact details of our Emergency Officer on duty in every destination. The Emergency Officer is available 24/7 for any assistance, advice, dispute resolution or nonconformity issues. Additionally, we provide clients with emergency service contacts at the destination. Travel representatives and commercial staff responsible for specific operations are available during duty hours and can be reached on their cell phones 24/7. Clients are provided with these contacts upon arrival.

We conduct client satisfaction surveys as part of our business process, in line with ISO 9001:2015 standards. Sustainability aspects are integrated into our client satisfaction survey questionnaires. Elite Travel follows predefined procedures for dispute and complaint resolution, in accordance with the National Customer Protection Law and ISO 9001:2015 standards (currently paused). These procedures are detailed in our Terms & Conditions document, including contact information, available on our website (under the Online Dispute Resolution section of the Terms & Conditions).

## **Achievements 2024:**

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](http://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 2024:**

Annual Travelife Report 2023 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