



TRAVELIFE SUSTAINABILITY REPORT 2021

elite
TRAVEL

Travelife 
CERTIFIED
Excellence in sustainability

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> - email: elite@elite.hr

Trgovački sud u Dubrovniku: Tt-1/383-2 MBS 090002185
od 25.07.2001.

OIB: 58914751045 VAT No: HR58914751045

ID code: HR-AB-20-090002185 MB: 1573969

AFFILIATION:

UHPA, JATA, FCCA, IATA, TOUR ComReceptifs, Ensemble
Travel Group

SUSTAINABILITY COORDINATOR

Marko Rešetar

President of Board of Directors

marko.resetar@elite.hr



CHALLENGES & PERSPECTIVES

The business season of 2021 brought the first signs of market recovery and resumption of market activities, but unfortunately the overall epidemiological situation did not allow the launch of business activities in full profile. After a short-term improvement in epidemiological conditions, oscillatory developments were observed in the receptive and emitting markets, which led to restrictions and resulted in the absence of more extensive business volumes and partial closures in the third quarter of the year.

In these circumstances, Elite Travel was forced to carry out procedures to streamline operations and cut operational costs in order to adequately respond to the challenges of the crisis.

We focused on the protection of employees and clients health, procured the necessary protective equipment and created safety protocols for all activities within the company. We have established an internal communication channel for the distribution of all pandemic-related information as well as emergency assistance and support. When epidemiological conditions allowed, we returned to office work, but since September and the appearance of the Omicron variant, we were again forced to apply the work-from-home model, with presence in offices only as an exception.

Pandemic environment significantly disrupted our plans, especially plans related to employees education, which could have been implemented only to a limited extent and predominantly in virtual form.

Due to the reduced 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. Project relaunch in full profile in 2022 will require a comprehensive review of market conditions and renegotiation of contract conditions with suppliers.

Elite Travel continues its commitment to the policy of sustainable business management, sustainable development and socially responsible business. As a confirmation of that commitment, we joined ECTAA SUSTOUR project and our Sustainability Coordinator 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 give us an opportunity to discuss this 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 in November, which discusses business results and future planning and 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.

SUSTAINABILITY TEAM

We make a constant effort to arouse the interest of as many employees as possible to join our Travelife Team and to enable widespread understanding, acceptance and implementation of the idea of sustainable business and development. We seek to strengthen our cooperation with local authorities and business partners aiming to contribute to gradual change of the overall business culture and approach to sustainable practices of the entire business community.

Elite Travel Sustainability Team in 2021 was increased from 17 to 24 members with completed Travelife Basic training. Most of them expanded their knowledge with other Travelife courses and 20 of them also completed COVID-19 Resilient Training.

We intend to include additional employees in the Sustainability Team and thus further strengthen our approach to sustainable development and business.

We continue education through Travelife online courses (for 2022, we have planned intensive training on the topics of Child Protection) as well as through the number of accompanying events at travel shows and workshops and other specialized courses, workshops and events, which have been largely conducted in virtual form over the past year.

Sustainability coordination was raised up to the level of Board of Directors (Sustainability Coordinator is actual President of Board) resulting in direct impact and sufficient support, funding and resources provided for activities and improvements.

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 customers 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 labour 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 bargaining is being discussed 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 provide number of possibilities for education and 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. For this purpose, safety protocols have been created for all our activities and employees were informed, trained and familiar with them. We will provide additional training for the application of the safety protocols 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 have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. All staff are entitled to a 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 circumstances of the absence of business activities during the pandemic.

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.

**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, work 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 2021:

Safety protocols for pandemic protection have been successfully implemented and in accordance with the provisions of the National Committee for Civil Protection.

Occupational Safety Committee harmonized its activities for efficient pandemic response.

Safe Work Act implemented in pandemic response protocols.

Pandemic response in line with the provisions of internal Rules on Work/Labor Act

Tasks&Targets

Timely harmonization of safety protocols with the recommendations of the National Committee for Civil Protection and the best industry standards.

Continuous monitoring and implementation of law amendments and best industry practices, keeping the leading position in travel agency business in Croatia.

TRAVELIFE TEAM

Certificates:

Travelife Partner	May 25 2018
TravelifeCertified	August 29 2018
TravelifeCertified:	January 04 2021, re-certified

Achievements 2021:

Travelife Team increased from 17 to 24 members. All Travelife Team members have exercised Travelife Basic training, completed exam and continue with additional education.

Tasks&Targets

In 2022 we are planning additional intensive education of team members on the topic of Child Protection. We intend to arouse the interest of additional employees to join the Travelife Team, thus further strengthen our approach to sustainable development and business.

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 labour, 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 Labour Law and company's Rules on Work/Labor Act. Elite Travel is in full compliance with Labour Law of Croatia, Art. 19 and 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 2021:

Rules on Work/Labor Act has been revised and implemented with more precise and improved definitions of the mutual rights and obligations of employees and employers.

Tasks&Targets

Harmonization and updating of valid company documents in accordance to the relevant legislation changes. So far, no legislative changes that would require updating internal documents have been observed. Active participation in Collective Agreement negotiations as a part of UHPA negotiation team.

EDUCATION

The COVID 19 pandemic has significantly affected the educational opportunities and methods we have commonly used. Predominantly, it was not possible to achieve education in professional workshops on the sidelines of large tourist gatherings, so we mostly turned to a wide range of virtual

educational programs. Emphasis was placed on education for safe work in pandemic conditions and training of operational staff and guides.

Achievements 2021:

All staff have completed training for the application of our Safety Protocols in pandemic protection, and in particular staff who are in direct contact with clients (guides, operational staff).

Particularly intensive was the Travelife training, namely Covid 19 Resilient Training, which was completed by 20 participants, as well as Travelife training for guides, Leading The Way and Guides & Sustainability, with 17 participants each.

Tasks&Targets

In the upcoming period, we place emphasis on aligning Safety Protocols with the current situation and timely staff training. A special goal is Travelife education on Child Protection.

We also hope that circumstances will allow us to participate in numerous workshops on the sidelines of large tourist gatherings.

HEALTH & SAFETY

We focused most of our attention on the application of Safety Protocols and the protection of the health of our clients and staff in pandemic environment. We carefully combined models of office work and work from home, in order to avoid risk for employees. Due to occasional deterioration of the epidemiological situation, we spent almost half of the annual working time working from home.

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 treats are being properly communicated through Elite Travel Extranet and circular notices and the knowledge is being updated by training when and where applicable.

The company's management has established a model of timely informing of employees about the risks of pandemic and recommended personal protection procedures. In order to protect the health of employees and clients, we have created Safety Protocols for all activities of the company and provided a proper training. Management at all levels provides active online support for all employee needs and maintain contact with national and local Civil Protection Headquarters. We procured all the necessary personal protective equipment in a timely manner and distributed it in all work areas.

Achievements 2021:

Safety Protocols for pandemic protection have been successfully implemented at all levels, so we have not registered a significant threat to staff health or outbreaks of infection during our travel programs.

Tasks&Targets

The most important goal in the upcoming period is to harmonize Safety Protocols with the provisions and recommendations of National Authorities and provide permanent training, in order to maintain our programs as safe as possible for our clients and staff.

CHILDREN PROTECTION

Elite Travel is in full compliance with Labour Law of Croatia, Art. 19 and 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 suppliers selection.

Achievements 2021:

We have not registered any cases of child abuse on any grounds.

Tasks&Targets

In 2022, emphasis was placed on educating staff on recognizing and preventing children abuse and child labor, especially given the psychological instability as a consequence of prolonged lockdown or restriction of movement. The training is planned to be conducted through the Children Protection Travelife online course for staff in contact with clients. Continuous listing and communication on children protection topics within the Personal Travel Advice scope of information for clients. Evaluate suppliers compliance with our standards through the Elite RBC questionnaires if 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 2021:

Through the 2021 Elite Travel did not perform programs that would involve the interaction with protected animal and plant species or in any way affect the quality of their life or habitat. Unfortunately, 2021 was also a year with a minimum of business activities and from that aspect, in some way, this unusual occasion contributed to the preservation of biodiversity.

Tasks&Targets

In preparation for the 2022 season, it is planned to educate guides and operational staff on two new destination familiarization programs, which include valorization and protection of biodiversity. Continue communication on biodiversity protection topics within the Personal Travel Advice scope of information for the clients.

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 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 2021:

The past year has not brought a significant recovery in business activities, therefore we have no knowledge, experience or observations about the sales of prohibited souvenirs. As a member of Tourist Board, we contributed to the development of Authentically Croatian Souvenirs label.

Tasks&Targets

Maintain communication on forbidden souvenirs topics within the Personal Travel Advice scope of information for the clients. Provide clients with information on authentic, locally and legally produced souvenirs, which purchase contributes to well-being of community members. Emphasize desirable practices and positive contribution possibilities. Provide clients an 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 functions. We have a good reputation and act in full compliance with

Nnational 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, licences 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 2021:

Due to the prolongation of the business crisis and uncertainty about the normalization of business activities, we were forced to temporarily abandon the Permanent Donation Program.

Tasks&Targets

Restore Permanent Donation Program, managing distribution of donations on a monthly basis. Continuous development of new travel products with incorporated community contribution elements.

NATURE PROTECTION

The impact of the current pandemic, even without our intention, has significantly reduced our environmental footprint and reduced greenhouse gas emissions to the minimum.

Elite Travel is 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, 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 don't produce neither 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. We are determined to share awareness and promote a restriction on the use of single-use plastic items on our travel programs.

Above mentioned circumstances disrupted our plans related to sustainability improvement projects, especially the improvement of the sustainability of Adriatic cruises (IACS – plastic free cruises), the implementation of which has been postponed for a period of full normalization of operations.

Achievements 2021:

As we have partially succeeded in re-establishing our ship operations and short-haul cruises, we have implemented, in this reduced volume, IACS project (Improved Adriatic Cruises Sustainability - short haul) which aims to gradually phase out the use of disposable plastic on our ships.

Tasks&Targets

Following the business circumstances that will depend on the development of the pandemic and the demands of the market, we will gradually establish full-scale ship operations and apply the IACS project to them.

We are open for development of new office procedures and acquisition of new technologies, recyclable and energy saving (reduction in print in favour of electronic, double-sided printing, multi-functional devices, energy efficient devices, energy saving light bulbs etc.). Purchase minimum value per one delivery should be gradually increased, with continuous priority given to reusable or recyclable products.

WASTE REDUCTION

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 in reduction of pollution from this sources.

Achievements 2021:

Due to the partial increase in the volume of business activities in 2021, the amount of waste was slightly higher than in the previous year, but still significantly below normal values, ie. proportional to the volume of business. Greenhouse gas emissions have been reduced to a minimum due to the limited scope of business, which has also led to a reduction in business travel and emissions from this source.

Tasks&Targets

Further reduction of printed materials in favor of electronic versions.

Purchase of refillable or reusable products, as a substitution for single or time-limited use products. Greenhouse gas emissions were minimized for the above mentioned reasons, therefore the offset for

business travel emissions, intended for re-investment in environmental friendly projects, is significantly lower than usual. We certainly intend to 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 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 2021:

Consumption remains at the same level despite the reduced number of working days spent in the office. Obviously, most of the water was spent on enhanced personal and office hygiene.

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

Elite Travel purchase energy from public suppliers. Alternative sources of energy are not an option at the moment because of the technical reasons. 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 amount does not differ since 2001. We use electricity only for office operations.

By agreement of the co-owners, energy renovation of the facades is planned with the aim of increasing energy efficiency.

Achievements 2021:

The reduction in electricity consumption is in line with the reduced number of working days spent in the office.

Tasks&Targets

We maintain the practice that when replacing or purchasing new ones, we procure more energy efficient equipment.

PAPER

We maintain the practice of constantly reducing printed materials.

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

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 2021:

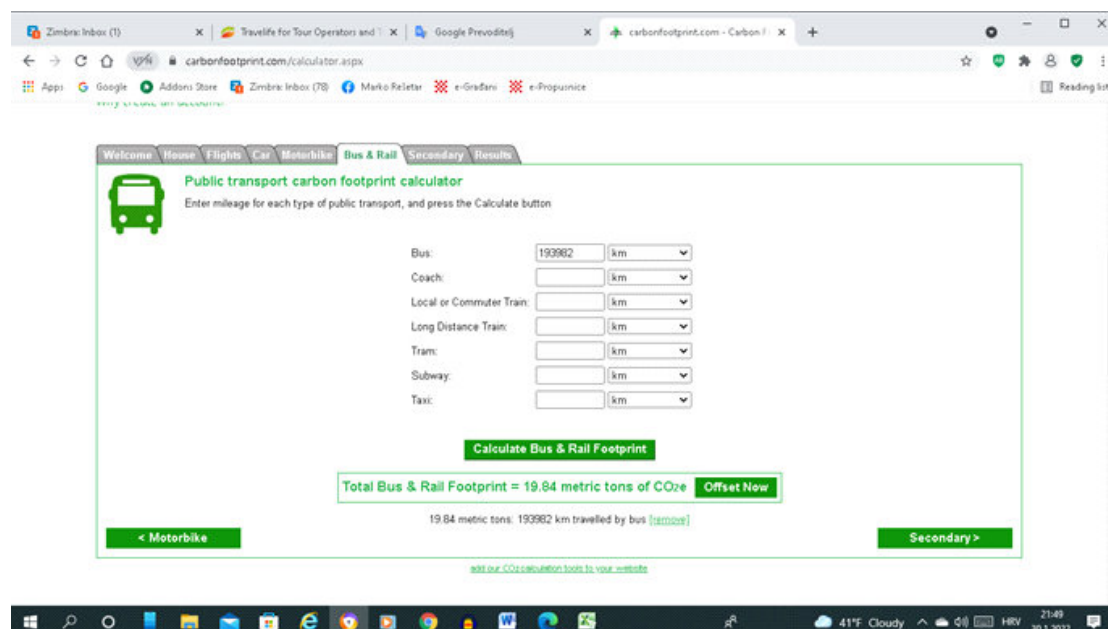
We did not use printed editions except for a limited amount of leaflets that we occasionally intervened with in order to improve the sales of certain travel programs. Consumption of office paper and stationery was also in line with the scope of business activities.

Tasks&Targets

Permanent reduction 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 staff and business travel related emissions with intention to compensate *emissions* by funding sustainability improvement projects of our suppliers (Elite RBC project). Our greenhouse gas emissions are limited to the emissions from office operations 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 2021 will be added to the amount of previous years and spent for the purpose mentioned above. As we do not see any initiatives for the procurement of new vehicles at this time, 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).



carbonfootprint.com/calculator.aspx

Car carbon footprint calculator

You can enter details for up to 2 cars

Mileage: 28400 km

Choose vehicle: Average van, motorbike & car database

- select year of manufacture -

Or enter efficiency: L/100km petrol

Calculate & Add To Footprint

Total Car Footprint = 4.36 metric tons of CO₂e [Offset Now](#)

4.36 metric tons: 28400 km in a petrol vehicle doing 7 L/100km [\[remove\]](#)

< Flights [Motorbike >](#)

[add our CO₂e calculation tools to your website](#)

carbonfootprint.com/calculator.aspx

Flight carbon footprint calculator

You can enter details for up to 3 flight itineraries

Return trip One-way flight

From: [dropdown]

To: [dropdown]

Via (optional): [dropdown]

Class: Economy class

Trips: 1

Click to include radiative forcing [what's this?](#)

Calculate & Add To Footprint

Total Flights Footprint = 2.61 metric tons of CO₂e [Offset Now](#)

2.06 metric tons: 4 x Economy class direct return flight from DBV to LON [\[remove\]](#)

0.33 metric tons: Economy class direct return flight from ZAG to IST [\[remove\]](#)

0.22 metric tons: Economy class direct return flight from DBV to MIL [\[remove\]](#)

< House [Car >](#)

[add our CO₂e calculation tools to your website](#)

carbonfootprint.com/calculator.aspx

Your Carbon Footprint

- House: 0.88 metric tons of CO₂e
- Flights: 2.61 metric tons of CO₂e
- Car: 4.36 metric tons of CO₂e
- Motorbike: 0.88 metric tons of CO₂e
- Bus & Rail: 0.88 metric tons of CO₂e
- Secondary: 0.88 metric tons of CO₂e

Total = 26.81 metric tons of CO₂e

To offset some or all of your carbon budget, click the carbon(s) you would like to offset in the list above, and click the Offset Now button.

Total To Offset = 26.81 metric tons of CO₂e [Offset Now](#)

CURRENCY: \$ USD

To offset your personal carbon footprint of 26.807 tonnes of CO₂e, you have the following options. If you would prefer to offset a different amount, or offset as a monthly subscription enter the amount (CO₂e and price) [Get Prices](#)

Global Portfolio

Personalised Downloadable Certificate Available

\$ 333.82 to offset 26.807 tonnes
(@ 12.45 per tonne)

[Add To Basket](#)

[VCS](#)

Achievements 2021:

The number of office hours was greatly reduced in favor of work-from-home. Accordingly reduced business trips ultimately resulted in a significant reduction in greenhouse gas emissions from business reasons.

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. (IACS project).

Ongoing efforts to reduce the carbon footprint through the use of new, more environmentally friendly technologies. Funding of IACS project (plastic free cruises).

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 2021:

We had no waste which contain chemicals or other aggressive materials to dispose of. Disposable toners previously used for office appliances were replaced with refillable and reusable toners.

Tasks&Targets

Continuous use of eco-friendly cleansers (100% ecological cleaners from bio-production - PeroBio). Continuous monitoring of technical waste disposal amount.

RISK MANAGEMENT

The amended Emergency Plan has been adopted and implemented since the beginning of 2020. Evaluating the adopted procedures, we determine that they meet the current challenges.

Sustainability management is integrated within our production process.

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 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 with customers through the Personal Travel Advice scope of information for the clients.

Achievements 2021:

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

Tasks&Targets

Evaluate the portfolio of high-risk travel programs and adapt them to performance conditions in the post-pandemic period. Updates of safety protocols and procedures with the task of improving staff / clients safety and environmental impact (Elite RBC).

Monitoring and supplementing information on risks to health, safety and sustainability within Personal Travel Advice information set. Timely harmonization of all anti-pandemic measures with the instructions and recommendations of the competent authorities.

CUSTOMER RELATIONS

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. Elite Travel communicate only truthful, nondeceptive and non-misleading facts, providing timely and accurate information in accordance to own knowledge.

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, Protection 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.

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 non-conformity 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 2021:

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. All relevant notices and instructions related to the current pandemic and

travel restrictions were being published in a timely manner on our website and other electronic media under our influence.

Tasks&Targets

Apply and communicate all current anti-pandemic protection measures and procedures in a timely manner. Emphasis on unified application of Personal Travel Advice. Maintain existing communication models and surveys through internet based media. Perform satisfaction surveys on selected travel programs according to ISO 9001:2015 requirements. Share survey results with our partner touroperators and forsee improvements.

REPORTING & COMMUNICATION

Elite Travel regularly communicate sustainability efforts and achivements 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 and Safe Travels logos are incorporated as an identity tag in all our visuals. Annual Travelife Report is scheduled in February and will be published at www.elite.hr, Elite Extranet and other web based media under our influence and presented to the Board of Directors.

Achievements 2021:

Annual Travelife Report 2010 submitted and published in electronic media and social networks. Initial introduction to the IACS 2020 project on social networks.

Tasks&Targets

Submit an Annual Travelife Report my mid February 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 and Safe Travels logo on all promotional materials.

Elite Travel of Croatia

Travelife Team

Sustainability Coordinator

Marko Rešetar