



elite[®]
TRAVEL

TRAVELIFE SUSTAINABILITY REPORT 2018

Travelife 
CERTIFIED
Excellence in sustainability

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





SUSTAINABILITY COORDINATOR

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MANAGEMENT INTEGRATION

Sustainability and CSR are part of the declared company policy, not only included in mission or vision statements, but understood as a matter of attitude in conducting the business. Actions and ideas are initiated from all levels of the management and from the employees. Size of the company gives us an opportunity to discuss sustainability issues in both formal and informal communication (mailing, office meetings, cloud, notice board and Elite Extranet...).

SUSTAINABILITY TEAM

Elite Travel Sustainability Team in 2018 has up to 16 members with completed Travelife Basic training and exam and continue with Travelife education.

As the sustainability coordination is lifted up to the level of Board of Directors (sustainability coordinator is vice-president) direct influence and sufficient funding are 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 many options, we believe, our clients will find a tour that meets distinctive travel needs and budget. But primarily, Elite Travel is committed to crafting experiences that foster appreciation and conservation of nature, local culture and communities. We strive to ensure that every element of the organization conforms to a responsible tourism policy and continually monitoring the 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

This Environmental Sustainability Policy aims to integrate a philosophy of sustainable development into the organisation's activities and to establish and promote sound environmental practice within our operations.

Elite Travel is determined to contribute to a sustainable development that satisfies current needs without compromising the ability of future generations to meet their own needs. We will meet the expectations of our sector, both by providing knowledge that contributes to an ecologically, economically and socially sustainable future and by supporting the development of sustainable regions, cities, infrastructure, transport and industrial processes. We consider this to be essential to our success in growing our business and creating lasting value that meets the future challenges of all our stakeholders.

Elite Travel provides equality of opportunity and treatment for the purposes of eliminating discrimination based on race, colour, sexual orientation, gender identity, religion, political opinion, nationality, social origin and status, indigenous status, disability, age or other status of individuals unrelated to the individual's ability to perform work.





Organization. Elite Travel is committed to developing an organizational culture which implements a policy of support for internationally recognized human rights and seeks to avoid complicity in human rights abuses.

Training & Education. We encourage our employees to fully utilize their potential by offering ample training and education opportunities.

Labor union. Elite Travel respects our 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 are committed to establishing a constructive dialogue with their freely chosen representatives. The Company is committed to bargaining in good faith with such representatives.

Health & Safety. 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 for all of them is zero.

Working conditions. We treat all employees fairly and honestly regardless of where they work. All staff have a written contract of employment, with agreed terms and conditions, including notice periods on both sides. Staff members are entitled to reasonable rest breaks, access to toilets, rest facilities and potable water at their place of work, and holiday leave in accordance with the legislation. Working hours comply with national laws and benchmark industry standards.

Remuneration. We provide workers remuneration higher than the industry standard, which satisfies their basic needs and those of the members of their family who are directly dependent on them. We will only do business with vendors who pay 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. Employees shall be compensated for overtime hours at the rate established by law. We are committed to comply with effective law and the best social and human rights protection standards and practices.

Elite Travel recognizes and respects the importance of indigenous peoples' culture, heritage and traditional rights and supports the identification, recording, management and protection of indigenous cultural heritage sites.

**Sustainability Policy is available to both employees and public; published on Elite Travel website, Elite Travel Extranet and on notice board. Sustainability Clause is incorporated in all suppliers contracts.*

LAW AND INDUSTRIAL STANDARDS COMPLIANCE

Elite Travel maintains ISO 9001:2015 business quality standards and is in full compliance with Croatian and respective international law. We contract legal services of Iveković & Partners, law office from Zagreb, Croatia, who supervise our internal acts and represent us before the court and public authorities. 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 law and the best industry practices, declared within our CSR policy, Sustainability Clause and company Rules On Work/Labor Act. We are determined to avoid involvement in any kind of political activities, unfair competition or violation of anti-trust legislation.





Tasks & Targets

We shall continue monitoring and implementing law amendments and industry best practices, keeping the leading position in travel agency business in Croatia. Update Safe Work act. Annual revision of exchange offices performance in accordance with SPNFT law requirements.

TRAVELIFE CERTIFICATION

Travelife Partner	May 25	2018
Travelife Certified	August 29	2018

Tasks & Targets

We have already involved more than 20 percent of employees in our Travelife Team and plan to invite the others too to join us in efforts of strengthening our sustainability performance.

HUMAN RESOURCES

Elite Travel is committed to comply with effective national law, collective agreement and the best social and human rights protection standards and practices.

In accordance to national law who prohibits forced labour, employees are free to enter the work and leave it upon their will, without penalties or restrictions. All employees have formal written contract.

Elite Travel ensures 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 Rules On Work. 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 promote open-door-policy with no barriers between employees and any level of management, and appreciate all proposals and recommendations coming from our employees. Staff satisfaction survey is carried out per year in accordance with ISO 9001:2015 standards.

Employee complaints are legitimated and prescribed in company Rules On Work. Established procedures guarantee fair and objective treatment and protection of employee rights. Disciplinary procedures are prescribed by Rules On Work and in accordance with national Labor Law.

Tasks & Targets

The revised Rules On Work document should be verified with a more precise and improved definition of the mutual rights and obligations of employees and employers.

EDUCATION

All our employees have possibility and obligation of additional education and skills improvement through variety of seminars/courses/studies/events performed by professional organizers (associations, organizations, institutions), including active participation in study trips, travel fairs and workshops.

Evidence on education is kept and stored in both written and electronic form.





Tasks & Targets

Travelife Basic education for new team members. Continue Travelife education with target to increase the number of Internal Environmental Management certified team members. Continuous participation in UHPA/CNTB project for improvement of coordination of DMO/DMC at the destinations. We shall regularly continue our internal staff education, external education for alignment with legal changes and external trainings for standards harmonization with our partners and suppliers.

HEALTH & SAFETY

Elite Travel is in full compliance with all international, national and local law and regulations related to health and safety. In accordance with the national law, Elite Travel appointed authorized employees trained for safe work supervision. All employees have completed safe work training and are in possession of valid certificate.

Health, safety and security issues and threats are communicated through Elite Travel Extranet and circular notices properly and the knowledge is being updated by training when and where applicable.

Tasks & Targets

The revised Rules On Safe Work document should be verified with a more precise and improved definitions of safe work procedures. Risk Assessment will be regularly updated. Additional employees will attend First Aid seminars provided by Croatian Red Cross. Evaluate our suppliers compliance through the Elite RBC questionnaires.

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 national law, sustaining from any kind of children exploitation or abuse, including sexual abuse and exploitation, and applies the same principles in suppliers selection.

Tasks & Targets

Communicate children protection topics within the Personal Travel Advice scope of information for the clients. Evaluate our suppliers compliance through the Elite RBC questionnaires.

BIODIVERSITY PROTECTION

Elite Travel does not offer travel arrangements which include imprisoned wild animals. Excursions which include live protected animal species, could be included in our offer only if they were treated in legal and civilized 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 wild life protection. Elite Travel does not offer excursions which will include or cause menace of flora and fauna. Elite Travel does not offer excursions with significant impact on sustainability, life and behaviour of animal population in wilderness. Tour leaders and production staff are provided regular trainings on outdoor guiding.

Tasks & Targets

Communicate biodiversity protection topics within the Personal Travel Advice scope of information for the clients. Evaluate our suppliers compliance through the Elite RBC questionnaires.





SOUVENIRS

Elite Travel does not support, promote or sell neither prohibited nor any kind of souvenirs related to endangered species or artefacts. We are following recommendations and prescriptions listed on: Elite Travel/Souvenirs & Protection Endangered Species/ Red List Of Endangered Species.

Tasks & Targets

Communicate forbidden souvenirs topics within the Personal Travel Advice scope of information for the clients. Provide clients information on authentic, locally and legally produced souvenirs, which purchase will contribute to well-being of community members. Emphasize desirable practices and positive contributions possibilities. Evaluate our suppliers compliance through the Elite RBC questionnaires.

COMMUNITY CONTRIBUTION

Elite Travel is in full compliance with national law and local regulations, respected and with good reputation. All properties were acquired legally, in honest manner, in good faith and with appreciation of community. Buildings are located in business areas but they are all in accordance with surrounding architecture and harmonized with surroundings. We are in possession of all required permits, licences or certificates.

Elite Travel is recognized as a community contributor. We maintain permanent consultations with local authorities, communal services, police and other relevant subjects, with aim to adjust our operational plans, traffic regulations and local activities and minimize impact to daily life of the community. There is no our negative impact on provision of basic services, nevertheless, through successful consultations with local authorities we contribute to improvement of related functions.

Tasks & Targets

Continue Permanent Donation Program, managing distribution of donations on a monthly basis. Continue donations and support to local NGO and local associations activities. Strengthen joint activities with local associations aimed at removing plastic waste in the coastal zone. Continuous development of new travel products with incorporated community contribution elements.

NATURE PROTECTION

Elite Travel is committed to undertake all necessary steps to minimize our impact to the environment and the neighbourhood. We don't produce gases that affect ozone layer and take reasonable efforts to minimize noise and light pollution. We don't produce neither erosion or humidity pollution nor air or water contamination from our buildings. Within the scope of our Operations we undertake all reasonable efforts to minimize our impact to nature by creating sustainable travel programs, using appropriate procedures and improving technology standards to lower gas emissions.

Tasks & Targets

Maintain purchase minimum value per one delivery. Give priority to reusable products. Continue developing new office procedures and acquisition of new technology with the aim of saving energy and resources (double-sided printing, multi-function devices, energy efficient devices, energy saving light bulbs etc.).





WASTE REDUCTION

The highest negative impact we generate is coming from paper consumption and CO2 emissions by operations of our suppliers, therefore our efforts are focused, not only, but to a significant extent in reduction of these two sources.

Tasks & Targets

Continual reduction of printed materials in favor of electronic versions. Purchase of refillable or re-usable as a substitution for single or time-limited use products. Evaluate our suppliers compliance through the Elite RBC questionnaires. Investment of the greenhouse gas emission offset in upgrading the technological level of their operations and reducing the amount of waste generated by our suppliers operations.

WATER

Consumption of water is limited to our office operations. We obtain water from public supply system and consumption is minimal (limited to toilettes). We are charged proportionally and do not have exact insight in the consumption, but financial figures shows stable, minimal consumption.

Tasks & Targets

At each replacement we purchase more efficient water saving equipment. Evaluate our suppliers compliance through the Elite RBC questionnaires.

ENERGY

We purchase energy from public suppliers. Solar or other alternative source of energy is not an option at the moment because of the technical reasons. Rare and short supply interruptions (less than 3 hours per year) do not prove investment viability. Electricity consumption is not exactly measured because we are located in the shared ownership buildings. We are charged proportionally, but amount does not differ since 2001. We spend electricity only for office operations.

Tasks & Targets

Replacement of older models of office devices with more effective equipment. Gradual replacement of existing light bulbs with more efficient, energy saving light bulbs

PAPER

Brochure printing is contracted with partners in possession of following certificates: ISO9001, ISO14001, OHSAS18001, Cro Cert. All office paper in use (internal and administrative) has proven sustainability credentials. We have abandoned massive brochure distribution campaigns and directed major of promotion to electronic sources through internet, public networks, electronic media, electronic database, presentations and social networks. In 2018 we purchased 1.625 kg (52.000 sheets) of office paper for copy/printing. Additionally, we printed 36.900 brochures of all formats (12 - 40 pages). Brochure distribution is only per request.

Tasks & Targets

Continual reduction of printed materials in favor of electronic versions. Purchase of two-sided printing devices.





GREENHOUSE GAS EMISSIONS

Elite Travel greenhouse emissions are limited to the emissions from office operations and staff related travel.

Despite the fact that it is not yet a legal obligation in Croatia, Elite Travel calculates our staff related travel emissions with intent to compensate emissions by funding sustainable improvement projects of our suppliers (Elite RBC). Among the first investments we have decided to invest offset amount in financing the transfer of bus operators to more ecologically efficient types of engines.

The screenshot shows the 'Carbon Neutral' website interface. It features a sidebar with navigation options: '1 Select REGION', '2 Select ACTIVITY' (with sub-options: Flights, Driving, Home, Commute, Enter tCO₂), and '3 CONFIRM tCO₂e'. The main content area is titled 'Enter tCO₂' and includes a text input field for 'Carbon (tCO₂):' with the value '79.30' entered. Below this is a 'CONFIRM tCO₂e' button. To the right, a 'Carbon EMISSIONS' summary shows '79.30 tonnes of CO₂e'. Below that is an 'Offset BASKET (tCO₂e)' table with a 'Buy OFFSET' button at the bottom.

Offset BASKET (tCO ₂ e)	Value
0.00	0.00
0.00	0.00
0.00	0.00
0.00	0.00
79.30	79.30
Total	79.30
Cost	€ 904.02

Tasks & Targets

Evaluate our suppliers sustainability standards and their gas emissions through the Elite RBC questionnaires. Funding Elite RBC winners sustainability improvement projects.

CHEMICALS

Elite Travel is committed to the substitution of all aggressive and eco-unfriendly products with more environmentally friendly solutions. 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 maintenance. Dangerous or aggressive materials and liquids are not in use, except for ordinary use of office equipment (ink, toners, batteries etc.). In 2018 we disposed 625 kg of technical waste which contains chemicals or other aggressive materials.

Tasks & Targets

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

RISK MANAGEMENT

We have integrated sustainability management as a part of our production process. Production team and production manager, as well as the contracting manager, are involved in every program development and supervised by sustainability coordinator, whose guidelines and approval are mandatory for the approval of program execution.

As a part of standard ISO 9001:2015 evaluation process we use procedure RP-04 Disconformities Management. Sustainability performance is monitored through Travelife Action Plan. We evaluate our portfolio of high-risk excursions and propose a procedures for impact minimizing and safe operations.





For such a products we create Code Of Conduct as integral segment of program approval. Tour leaders and production staff are provided regular trainings on outdoor guiding.

Tasks & Targets

Evaluate portfolio of high-risk travel programs and update procedures for impact minimizing and safe operations (Elite RBC). Update Code Of Conduct for travel programs which incorporate potential risks. Update information on sustainability aspects of destination within Personal Travel Advice information set. Provide clients and partners with real time updates on health & safety aspects and potential threats and risks. Monitor suppliers performance (Elite RBC).

CUSTOMER RELATIONS

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 full compliance to law and regulations, industry standards and provides precise and accurate information to the client. We deliver at least the same what we promised. Elite Travel communicates only not misleading facts, providing timely and accurate information in accordance to own knowledge. All assertions on product sustainability and sustainable business conduct are completely accurate and clients are in ability to gain more information on our sustainability policy and conduct within our web site. Elite Travel provides to our clients and partners information on cultural and natural heritage of destination through our website, promotional material and through formal and informal communication. We provide information to our partners and clients of person on duty contacts for emergency cases in destination. Person on duty is available 24 hours a day for any counsel, dispute or nonconformity resolution. We also provide emergency service numbers at destination. Travel representatives and commercial staff in charge of specific operation are available in the office during duty time and on cell phone 24 hours/day. Customers are provided with contacts upon arrival.

Elite Travel practices clients satisfaction surveys as 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 has predefined procedures for disputes and complaints resolution in accordance to national Customer Protection Law and ISO 9001:2015 standards. Procedures are listed in our General Conditions. Contacts are also available at www.elite.hr (Online Dispute Resolution in Terms & Conditions chapter).

Tasks & Targets

Maintain existing communication and surveys through internet based media. Perform satisfaction surveys on selected travel programs. Share survey results with our partner touroperators and forsee improvements.

REPORTING & COMMUNICATION

We regularly communicate sustainability activities, efforts and achievements to our partners and clients through e-mail and other messaging, public statements, newsletter and website, including the message of acquisition of Travelife Partner and Travelife Certified certificate.

Annual Travelife Report is scheduled in February and published at www.elite.hr, Elite Extranet and other web based media under our influence and presented to the Board of Directors.

Tasks & Targets

Complete Annual Travelife Report and publish it in electronic media and social networks under our influence.

