

## **SUSTAINABILITY POLICY**

The goal of the Sustainability Policy of Adriagate.com is to support changes in the direction of a sustainable business while maintaining economic growth and development of the agency.

Adriagate.com business is based on the concept of tourism that fosters a positive relationship between economy and ecology. Being aware of the fact that the preserved natural environment is the basis of tourism development, we try to apply the sustainability policy as much as possible. The ultimate business goal of Adriagate.com is to meet the needs of tourists and the local community while not endangering natural resources and their use in the future. When planning its activities Adriagate.com values the environment as an integral part of the economic process and sets out the objectives in line with the needs of humanity.

### **Our impact on society:**

#### **Tourist destinations**

We are proud of the important role that the tourism industry plays in Croatian economy but we are also aware of the negative consequences tourism entails. With our business operations, we strive to increase positive impact that tourism has on destinations minimizing its negative impact on the environment.

Our product, providing an unforgettable holiday to our guests, by bringing tourists to destinations on the Adriatic coast, certainly affects the environment; however we try to make this impact as acceptable as possible to the local population and sustainable in the future. The biggest challenge we face is to present the benefits of eco-tourism to our guests by creating a link between client, Sustainability Policy and product quality.

Given that tourist activity depends on preserved and pleasant destinations, we strive to continuously improve our environmental conservation activities. We are actively working on the development of tourism without violating natural and socio-cultural characteristics of destinations.

Furthermore, Adriagate.com brings a significant number of tourists to destinations across the Adriatic contributing to the workplace of the local population and economic progress.

#### **Accommodation**

Being aware of the fact that the accommodations that take the Sustainability Politics into account will achieve better quality and thus provide greater guest satisfaction, we encourage suppliers we work with to obtain certificates that require high standards and continuous improvement.

We encourage contracted accommodation owners to participate in education on sustainability. We provide marketing benefits to those accommodation facilities that are actively engaged in the sustainable business. Our website contains information regarding natural environment, local culture and cultural heritage of the holiday destination. Guests are informed about key aspects and sustainability issues in the area and we encourage them to make a positive difference to the destination they travel to.

Furthermore, we measure customer satisfaction systematically in order to improve our services and products.

Our Agency seeks to include in its offer as many accommodations that are in line with local traditional values. An important part of our offer is authentic accommodation, characteristic for Croatia, such as stone houses and remote cottages allowing guests to enjoy peace of traditional houses while being sure that their holiday does not affect environment and nature. We encourage energy sustainable buildings, restoration of old houses, use of traditional building methods and building materials that are not harmful to the environment.

In the case of clear evidence that the contracted accommodation jeopardizes the local community in any way, the Agency will consider the termination of cooperation with accommodation owners. Also, the Agency does not collaborate with properties involved in forced labor or in employment of children to perform work otherwise done by adults.

#### **Donations:**

Adriagate.com intervenes in community development through numerous donations and sponsorships. Being aware of our social responsibilities we make consistent efforts to sensitize our employees and the community as a whole. Our Agency participates in charitable projects and provides support to institutions and to the most vulnerable members of society. Agency employees collect money for humanitarian actions throughout the year and then, during Christmas time, Agency management doubles the amount that is donated to those in need.

Adriagate.com supports local community as a sponsor of the Women's Basketball Club in Vodice. We follow the development of the club by donating jerseys and tracksuits as well as financing their club trips.

#### **Our impact on the environment**

##### **Office politics**

As one of the leading travel agencies in Croatia, we wish to be the drivers of positive change and accordingly we have implemented office environmental protection policies.

**Paper:** We try to reduce our paper consumption as much as possible. Our complete offer and business relates to the Internet and paper is used only for necessary documentation. The Agency does not print significant amounts of promotional materials or brochures but uses social networks and e-mails (newsletters) for its promotion.

**Printing:** The Agency uses double-sided printing whenever possible.

**Electricity:** We monitor electric energy consumption through the overhead cost table. During business hours, when possible, the equipment is adjusted to save energy. After working hours all equipment is switched off and, if necessary, placed in a "standby" mode. We ensure employees turn off all lights after business hours.

**Water:** As far as the control of water consumption is concerned, we regularly check if taps are functioning properly and advise our employees to take care of saving water and using it rationally. Tap water is used for drinking.

**Sustainable packaging:** Agency buys office supplies in larger packaging and seeks to reduce the consumption of materials by sending electronic documents.

**Waste disposal and recycling:** Agency is in line with national regulations on waste disposal. We have a recycling section in the office where we recycle paper, plastics and toner cartridges. We use rechargeable batteries. The paper is separately collected and transported to recycling by an authorized company. Returnable plastic packaging is specifically separated and disposed.

Employees have a kitchen at their disposal so they use glass cutlery.

**Public transport:** We cover our employees' public transport costs in order to encourage them to use public transport. In order to reduce transport of employees who work outside of the main office, most of the meetings are held via conference call.

**Activities with no negative impacts:** Agency does not offer products or services that in any way harm people, animals, plants or natural resources and promotes trips and activities that directly support the local community.

### **Relationship with employees**

Our Agency is always on the lookout for new employees and takes care of its employees by ensuring that each one understands the processes which affect them directly. We foster a stimulating work environment based on trust, teamwork, with clearly defined responsibilities, ensuring open communication with customers and suppliers. Interaction between employees and board members is encouraged through frequent meetings where we discuss upcoming tasks in order to carry them out successfully.

People are the most important part of our company therefore we continually strive to create healthy working conditions. We appreciate their good ideas and are very happy to implement them into business processes.

We educate employees about internal practices related to environmental protection and occasionally send emails reminding them to turn off their computers, print double sided, recycle paper, plastic and other waste. Also, we organize occasional thematic meetings and have named a team for sustainability.

As proud owners of the Travelife certification, we regularly monitor the elements of sustainability and inform employees about our latest activities and results. We continuously invest in knowledge and education in this field.