

## UTC Tour Operator Sustainable Development Policy

As a tourism company cooperating with various stakeholders in tourism—including clients, guides/tour leaders, hotels, transport companies, and attractions—UTC Tour Operator understands its key role and impact on the sustainable development of tourism. Therefore, we strive to promote sustainable development. Our goal is to respect, implement, and promote good practices in sustainable development in order to maximize the positive and minimize the negative impacts of our operations on tourism, and to influence our clients and partners to do the same.

Our sustainable development policy is divided into 10 thematic areas. Each area includes a relevant set of principles and practical actions.

### 1. Sustainability Management and Legal Compliance

We commit to managing sustainable development through the following actions:

- **Coordinator Appointment:** Appointing an employee responsible for the tasks of a sustainability coordinator;
- **Mission Statement:** Formulating a sustainability mission statement that is communicated to clients, partners, and suppliers;
- **Written Policy:** Having an accessible and written sustainable development policy aimed at reducing the negative impact of the company's operations on the social, cultural, economic, and environmental spheres;
- **External Collaboration:** Cooperating and actively participating in external working groups supporting sustainable development in tourism;
- **Baseline Assessment:** Conducting a baseline assessment of the company's performance regarding sustainable development practices;
- **Action Plan:** Having a sustainability action plan with clear goals, actions, responsibilities, and a timeline;
- **Transparency:** Ensuring company transparency in the area of sustainable development through public reporting and communication;
- **Employee Awareness:** Ensuring that all employees are fully aware of our Sustainable Development Policy and are committed to its implementation and improvement.

We commit to complying with all national laws, regulations, and codes of conduct.

### 2. Internal Management: Social Policy and Human Rights

We commit to sustainable internal management guided by the following principles:

- **Freedom of Employment:** Ensuring employees have freedom of employment and contract termination with notice (preferably a minimum of one month) and without sanctions;
- **Legal Contracts:** Including working conditions in line with national labor law and a job description in the employment contract;
- **Fair Wages:** Specifying a wage rate in the contract that is equal to or higher than the national minimum wage;
- **Overtime Compensation:** Determining and compensating any overtime based on mutual agreement;
- **Mandatory Insurance:** Providing medical and civil liability insurance in accordance with national law;
- **Private Healthcare:** Providing access to private medical care;
- **Paid Leave:** Granting employees regular, paid annual holiday leave and sick leave, as well as entitlements to unpaid annual leave;
- **Health and Safety:** Having an occupational health and safety (OHS) policy for employees that complies with national legal standards;
- **First Aid:** Ensuring the availability of first-aid kits and trained personnel;
- **Minimum Age:** Complying with national regulations regarding the minimum age for admission to employment;
- **Grievance Procedures:** Having effective procedures for employees to submit complaints and expectations;
- **Disciplinary Procedures:** Having a clear disciplinary procedure effectively communicated to employees;
- **Satisfaction Measurement:** Regularly using an employee satisfaction measurement system;
- **Educational Agreements:** Creating opportunities for students to participate in internships, traineeships, and vocational training by establishing and maintaining agreements with international institutions as well as local vocational schools;
- **Inclusion:** Supporting employment opportunities for individuals with special needs.

We commit to respecting human rights by ensuring the enforcement of the following practices:

- **Union Freedom:** Declaring no hindrance to trade union membership, collective labor bargaining, and the representation of members by trade unions;
- **Non-Discrimination:** Prohibiting discrimination in recruitment, employment conditions, access to training, and higher positions or promotions based on gender, race, age, disability, ethnic origin, religion/belief, or sexual orientation;
- **Equal Opportunity:** Ensuring equal opportunities and access to resources, as well as personal development opportunities through training and education, for all employees.

### 3. Internal Management: Environment and Community Relations

We commit to environmental protection and strengthening community relations by ensuring the enforcement of the following practices:

- **Single-Use Reduction:** Actively reducing the use of single-use items;
- **Sustainable Procurement:** Preferring the purchase of sustainable goods and services, office supplies, gifts, and promotional materials;
- **Bulk Buying:** Buying products in bulk packaging to reduce the amount of packaging materials;
- **Paper Saving:** Setting copiers and printers to double-sided printing or other paper-saving modes by default;
- **Eco-Friendly Cleaning:** Using non-hazardous cleaning agents;
- **Green Printing:** Printing brochures on eco-friendly paper at a printing house operating on the basis of a certified environmental management system, if available locally at a reasonable cost;
- **Digital Focus:** Implementing measures to reduce brochure waste, placing emphasis on promotional activities in electronic form;
- **Energy Management:** Actively engaging in measuring, monitoring, and reducing energy consumption, and purchasing green energy and energy-efficient lighting for all premises whenever possible;
- **Equipment Shutdown:** Turning off lights and devices when they are not in use;
- **Efficient Equipment:** Preferring equipment with low energy consumption when purchasing new items, while taking into account cost and quality;
- **Water Policy:** Maintaining an active water consumption reduction policy, implemented and monitored on an annual basis for benchmarking purposes;
- **Restroom Efficiency:** Installing water-saving devices in restrooms;

- **Waste Compliance:** Complying with national waste disposal regulations;
- **Recycling Strategy:** Developing and implementing a solid waste reduction and recycling policy with quantitative targets;
- **Plastic Reduction:** Taking measures to reduce the quantity of (single-use) plastic drinking water bottles for office use;
- **Tap Water Promotion:** Promoting tap water as safe for drinking, additionally providing filter jugs in the office;
- **Waste Segregation:** Segregating all recyclable materials and organizing their collection and proper disposal;
- **Waste Minimization:** Implementing waste reduction methods;
- **Battery Disposal:** Recycling or properly disposing of batteries;
- **Wastewater Standards:** Complying with national regulations on wastewater treatment, which must be safely discharged;
- **Business Travel:** Measuring and limiting business travel of employees and using sustainable means of transport;
- **Commute Incentives:** Financially incentivizing employees to use public transport or sustainable means of transport;
- **Office Location & Remote Work:** Reducing the impact of transport by maintaining the office location in the city center, enabling remote meetings, and allowing occasional work from home;
- **Fleet Control:** Maintaining and properly checking motorized company vehicles to reduce emissions and energy consumption, and ensuring they meet legal exhaust emission standards.

#### 4. Partners

Based on an inventory of our key partners, we are developing a policy aimed at improving the sustainability of our partners. Our goal is to give sustainable development a concrete dimension with every partner in our business. We commit to this by:

- **Sustainability Register:** Maintaining a register of the sustainability practices of accommodation facilities, and paying attention to local community benefits as well as social policies toward employees when choosing local accommodation;
- **Partner Communication:** Informing key partners about the travel agency's sustainable development policy and expecting them to comply with it and/or pass it on to end clients, where relevant;

- **Written Agreements:** Having a written agreement with partners;
- **Labor Rights Protection:** Ensuring that partner companies comply with all relevant national laws protecting employees' rights.

## 5. Transport

We strive to ensure that vehicles used during tours do not cause higher-than-average pollution. We believe that transport is an important aspect of sustainable tourism and do our best to lower the average level of pollution. We commit to this by:

- **Destination Transport:** Choosing the most sustainable options in terms of price and comfort when selecting means of transport to the destination;
- **Local Transfers:** Considering and preferring more sustainable alternatives when choosing transport options for transfers and excursions at the destination, taking into account price, comfort, and practical considerations;
- **Fleet Maintenance:** Caring for the fleet through regular inspections and servicing, and if necessary, replacing it with one that meets the Euro standards required in our city;
- **Green Excursions:** Promoting walking tours and group coach tours for individual clients among our customers, starting from a single meeting point that guests can reach on foot or by public transport.

## 6. Accommodation

We aim to create a tourism supply chain that is sustainable, and partner accommodation facilities play an important role in this. We commit to this by:

- **Quality & Sustainability:** Choosing accommodation facilities that meet sustainability and quality standards;
- **Local Ownership:** Preferring and selecting accommodation facilities that are locally owned and locally managed;
- **Local Employment:** Choosing accommodation facilities that employ representatives of local communities;
- **Requirement Communication:** Clearly communicating our sustainability goals and requirements to contracted accommodation facilities;
- **Children's Rights:** Ensuring that children's rights are respected throughout our entire accommodation supply chain;
- **Cultural Heritage:** Cooperating with accommodation facilities and restaurants that incorporate elements of local art, architecture, or cultural heritage, while respecting the intellectual property rights of local communities;

- **Cooperation Termination:** Terminating cooperation with an accommodation facility in the case of clear evidence that the contracted facility threatens the availability of basic services, such as food, water, energy, healthcare, or soil for neighboring businesses.

## 7. Excursions and Activities

We highly value the welfare of animals and communities, and our goal is excursions that leave only a minimal footprint. We protect the authenticity of communities and the natural environment, and we strongly oppose harming wildlife and polluting the environment. We commit to this by:

- **Sensitive Sites Register:** Maintaining a register of environmentally or culturally sensitive excursions offered in each destination;
- **Guest Advising:** Advising guests on standards of behavior during excursions and activities, with a particular emphasis on respect for local culture, nature, and the environment;
- **Code of Conduct:** Communicating our sustainability goals and requirements to contracted and other relevant excursion suppliers by disseminating this information through codes of conduct;
- **Harm Prevention:** Not offering any excursions that harm people, animals, plants, natural resources (such as water and energy), or that are socially and culturally unacceptable;
- **Captive Wildlife Ban:** Not offering excursions during which wild animals are kept in captivity, except for properly regulated activities in accordance with local, national, and international law;
- **Wildlife Trade Ban:** Not cooperating with companies that harvest, consume, display, sell, or trade in wildlife species, unless it is part of a regulated activity ensuring their sustainable use and complying with local, national, and international law;
- **Certified Guides:** Providing qualified and/or certified guides to lead our guests through sensitive cultural sites, cultural heritage objects, or ecologically sensitive areas;
- **Community Engagement:** Promoting and recommending excursions and activities to our guests that directly engage and support local communities through the purchase of services or goods, traditional crafts, and local methods of (food) production, or by visiting social projects;

- **Biodiversity Support:** Promoting and recommending excursions and activities to our guests that support the local environment and biodiversity, such as visiting protected areas or environmental protection projects.

## 8. Tour Leaders, Local Representatives, and Guides

We aim to involve as many local residents as possible by employing them in the tourism industry. We advocate for a fair and safe working environment that supports and respects local communities. We commit to this by:

- **Clear Agreements:** Ensuring that all employees have a written employment contract, including working conditions and a job description, and fully understand its provisions;
- **Local Preference:** Preferring cooperation with local tour leaders, local representatives, local guides, drivers, cooks, and other local staff in the case of equal qualifications;
- **Legal Standards:** Ensuring that our local partners comply with all applicable international, national, and local laws, minimum industry standards, and any other relevant statutory requirements, depending on which of these requirements are more stringent;
- **Living Wages:** Paying tour leaders, local staff, guides, and other local personnel contracted by us a living wage that is equal to or higher than the minimum wage or the appropriate industry standard;
- **Policy Compliance:** Ensuring that our local employees are informed about relevant aspects of our sustainability policy and comply with it;
- **Client Education:** Obliging our tour leaders, local representatives, and guides to inform clients about relevant sustainability issues at the destination (e.g., protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g., tipping, dress code, and photography), and human rights (e.g., sexual exploitation).

## 9. Destinations

We aim to maximize positive and minimize negative impacts in destinations to ensure the sustainable development of the areas where we operate. We commit to this by:

- **Destination Selection:** Including sustainability aspects in the selection process of new destinations and potentially offering alternative, less mass-tourism directions;

- **Structural Impact:** Not choosing destinations where tourism leads to structural negative local impacts (unless the company's involvement brings clear balancing effects);
- **School Competitions:** Promoting sustainable tourism in local schools through the annual organization of a competition among students aimed at promoting interesting, sometimes undiscovered places in the region, as well as increasing the awareness of students and parents regarding the cultural heritage of the place where they live every day;
- **Government Advocacy:** Influencing and supporting local governments (where possible, together with other tourism companies) in matters of sustainable development, destination planning and management, use of natural resources, and socio-cultural issues;
- **Souvenir Restrictions:** Not promoting souvenirs containing endangered species of flora and fauna listed in the CITES treaty and on the IUCN "Red List", as well as historical and archaeological artifacts (except when permitted by law).

## 10. Customer Communication and Protection

Customer welfare and information are very important to us. At UTC Tour Operator, we ensure clear and consistent communication and high protection for our customers.

Before booking, we commit to this by:

- **Privacy:** Ensuring that customer privacy is not violated;
- **Ethical Marketing:** Complying with relevant standards and voluntary codes of conduct in marketing and advertising communications, and not promising more than is delivered;
- **Accurate Information:** Ensuring that product and price information is clear, complete, and accurate regarding the company and its products and services, including sustainability declarations;
- **Factual Content:** Providing destination information, including sustainability aspects, that is based on facts;
- **Choice Promotion:** Promoting (certified) sustainable accommodation, excursions, or transport options via the website or other communications, ensuring they are recognizable to the consumer and presented as a "better" choice;
- **Direct Communication:** Clearly informing (potential) direct customers about sustainability commitments and actions.

After booking and during the tour, we commit to this by:

- **Emergency Availability:** Ensuring the continuous availability of a contact person and an emergency telephone number;
- **Staff Training:** Training staff and sharing guidelines on how to handle emergency situations;
- **Behavioral Guidelines:** Providing customers with documented guidelines and/or codes of conduct for sensitive excursions and activities to minimize visitor negative impact and maximize satisfaction;
- **NGO Collaboration:** Where possible, developing these guidelines in cooperation with relevant non-governmental organizations (NGOs) and the affected community;
- **Supporting Local Businesses:** Motivating customers to use local restaurants and shops (where appropriate);
- **Transit Info:** Informing customers about sustainable transport options at destinations, when feasible;
- **Charitable Support:** Encouraging customers to make donations to local charities and sustainable development initiatives.

After the tour, we commit to this by:

- **Feedback Systems:** Systematically measuring customer satisfaction and incorporating the results to improve services and products;
- **Complaint Resolution:** Having clear procedures in place in case of customer complaints.