

Shuttle doo is a tourist agency from Split, founded in 2004. During the years of its business, it provided transport services, logistical support to its partners, but also organized and led its own tours. Lately, he has been focusing on organizing wine and gastro tours.

Shuttle doo also has an office in Zadar that deals with all tourist services and is particularly successful in providing logistical support to numerous music festivals. The agency provides high-quality services in tourism, whether it is transportation services and logistical support or organizing its own gastronomic tours, employing quality workers and cultivating good relations with its partners.

Policy qualities and Sustainability policy Shuttle are aligned with its mission, vision, strategy and goals.

Shuttle has a clear goal - organizing its own wine and culinary tours, through the Taste Dalmatia brand, with an individual approach to each guest, a high awareness of the environment and support for the sustainable development of the destination, and the systematic introduction of improvements in the Agency's business processes with the aim of increasing competitiveness and improving product quality to the satisfaction of clients.

In its own business with various stakeholders in tourism such as consumers, tourist guides, Travel agencies, hotels, transportation companies, restaurants and managers landmarks, Shuttle recognizes its influence and the key role it plays as a tourist agency in the sustainable development of tourism and therefore advocates for the promotion of sustainability. Our goal is to follow, implement and promote good sustainable tourism practices in order to maximum increase positive effects and reduce negative effects of our business on tourism and at the same time encourage our clients and partners to follow our example.

Our sustainability policy addresses 10 topics. Each topic consists of a series of principles and practical actions that are carried out in accordance with them.

## 1. Management sustainability and compatibility with legal regulations

In implementing sustainability management, Shuttle commits to:

- appoint an employee who is responsible for carrying out the sustainability coordinator's tasks
- draw up a sustainability policy in written form that will be accessible to all, which aims to reduce the negative social, cultural and economic effects of the agency's operations as well as negative effects on the environment, and which will contain guidelines related to the protection of health and safety of the employees
- establish cooperation and actively taking part in working group UHPA which promotes the concept of sustainable development in tourism
- to make action plan for sustainability with clearly defined goals and actions
- ensure the transparency of the agency's operations in the context of sustainability through public reporting on the official website <http://shuttle.hr>
- get to know all employees with comprehensive sustainability policy with obligation of its implementation and improvements

Shuttle doo is obliged to operate in accordance with national regulations, codes of good practice and the UHPA code of ethic.

## 2. Internally management: social policy and human rights

Shuttle is committed to implementing sustainable internal management by defining clearly written and transferable social policies which includes next principles:

- include working conditions and job descriptions in the employment contract that are defined by the national labor law and the collective agreement for travel agencies to which Shuttle is subject as a member of the UHPA
- to ensure health insurance and pension insurance for its own employees according to the national law
- provide employees with a fixed paid vacation according to the national labor law and the collective agreement for tourists agencies
- comply with national guidelines regarding the minimum age for employment
- determine the evaluation system for workers
- determine the employee training plan
- enable internship /practice for students

### 3. Internally management: relationship according to the environment and community

Shuttle is committed to applying environmental guidelines and developing community relationships by implementing the following practices:

- active reduction in the use of consumer goods for one-time use
- setting the copier/printer functions to the default duplex settings or others settings which are achieves saving on paper
- completely eliminate the practice of printing brochures with the aim of saving paper
- using brochure in PDF form
- an active obligation to measure water and electricity consumption on a monthly basis in order to define reference values and reduce consumption, as far as technically possible
- procurement of environmentally friendly and energy-saving lighting for all areas where possible
- turning of lights and equipment after use
- by choosing low-energy equipment when buying new equipment, taking into account the ratio of costs and quality
- compliance with national regulations regarding waste disposal
- by taking measures to reduce the use of single-use plastic water bottles in the office

- by separating all materials that can be recycled and organizing their collection and proper care
- by recycling or proper battery and toner maintenance
- by familiarizing employees with their roles and responsibilities regarding internal practices for environmental protection, either by issuing periodic guidelines, training and/or informing

#### 4. Partners of the agency

Based on the list of its main partner agencies, Shuttle has developed and implements a policy to improve the sustainability of its partner agencies. We want to point out the importance of sustainable development to every partner in our business. Given that as an incoming agency we do not have a great influence on foreign partners, we carry out the activities provided for in the policy in cooperation with domestic partners where possible.

Shuttle undertakes to implement a policy of sustainable development in its operations by:

- when choosing local offers, it takes into account the benefit it represents for the local community
- main partners are informed about the certification of the Travelife program and national tourism standards via the website <http://shuttle.hr>
- main partners are informed about the company's Sustainability policy

## 5. Transport

Shuttle strives to ensure that the vehicles used in the offer cause pollution within the permissible limits.

With this in mind, Shuttle undertakes:

- when choosing transport options to and in the destination itself, choose those service providers who offer the most acceptable offer in terms of sustainability, taking into account the price and comfort
- promote one or more products of sustainable tourism in their offer, taking into account the sustainability of the activities in question (e.g. visits to family wineries, encouraging local entrepreneurship outside big cities, etc.)

## 6. Accommodation

Shuttle strives to achieve a sustainable tourism supply chain and the accommodation offered by partners play an important role in this.

In order to achieve this, Shuttle undertakes:

- when choosing accommodation, give preference to accommodation that is locally owned as much as possible, respecting the wishes of the clients
- select accommodation providers who employ members of the local community
- introduce accommodation service providers to the best practices of responsible tourism and workshops on this type of tourism
- Clearly define sustainability in contracts, including specifying standard provisions on sustainability in all contracts with accommodation service providers that relate to child labor and that guarantee respect and protection of children's rights, combating corruption and bribery, waste disposal, protection of biological diversity etc.
- cooperate with accommodation service providers and restaurants that in their

business include elements of local culture, architecture or cultural heritage (at the same time respecting the intellectual property rights of the local community) whenever it is possible

- cooperate with accommodation providers and restaurants offering local food and drink whenever possible

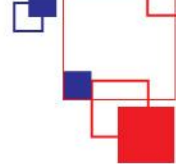
## 7. Excursions and activities

Shuttle is unconditionally committed to the protection of flora and fauna and the well-being of the community and organizes those trips whose impact on the environment will be as small as possible. We strive for the preservation of the authenticity of communities and the environment, and we are vehemently opposed to causing damage to plant and animal world and environmental pollution.

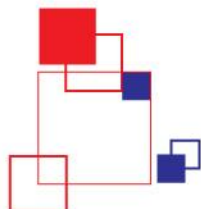
Therefore, Shuttle is obliged to:

- acquaint guests with acceptable behavior during excursions and activities with an emphasis on respect for local culture, nature and environment
- communicate its sustainability goals and requirements to contracted and other relevant tour providers either through codes of conduct, representatives, social media, email messages, discussions and/or meetings, all with the aim of reducing the negative impact of visitors and improving their experiences
- that they will not offer those excursions that are unacceptable from a social and cultural point of view
- provide the services of professional and authorized guides to accompany guests on excursions that include visit to sensitive locations (cultural landmarks, cultural inheritance, ecologically sensitive areas)





- promote trips and activities that directly involve and support the local community by purchasing services or goods, traditional artisan products and local food on what they will advise its
- promote excursions and activities that support the local environment and biodiversity such as, for example, visiting protected areas or participating in projects of environmental protection



## 8. Tour leaders, local community representatives and guides

Given that Shuttle strives to include as many local entities as possible in its tourism business, it is obliged to:

- provide all its employees with an employment contract in writing that will contain working conditions and a job description and ensure that its workers in fully understand the terms and conditions of the contract in question
- in case of equal qualifications, choose the services of local tour operators, representatives of the local community, local tourist guides, porters, drivers, cooks and other local staff and to provide training if necessary
- ensure that its local partners comply with all applicable international, national and local laws and regulations, minimum professional standards and other relevant legal requests
- to provide the services of tourist guides, hosts and other employees who are professional and who receive professional training on a regular basis
- ensure that its local employees are familiar with all relevant aspects of its sustainability policy, and that they are aligned with it, through newsletters, references or additions to the contract, e-mail messages or training
- that its tour managers, local representatives and guides keep clients informed on relevant issues in the field of sustainability in the destination (e.g. preservation of flora and fauna as well as cultural heritage), social norms, values and human rights

## 9. Destination

Shuttle strives to increase the positive effects and reduce the negative effects on the destination in order to ensure sustainable development in the areas in which it operates.

Shuttle is obliged to:

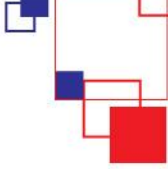
- support initiatives that improve the relationship between accommodation providers and locals manufacturers
- encourage and support local self-government units (where possible, together with other travel agencies and stakeholders) in the context of sustainability, planning and destination management, use of natural resources and socio-cultural issues
- support the preservation of biodiversity, including the preservation of protected areas

## 10. Communication with clients and client protection

The agency puts the well-being of clients and their information first. Shuttle strives to ensure clear and regular communication with its clients and a high level of protection of their rights.

Before booking, Shuttle commits to:

- that its employees will inform clients about every aspect of the program and destination
- ensure the clients privacy
- provide clear, complete and accurate information about the product and price, as well as about the agency and its products and services, including sustainability information
- provide clear, current and complete information about the destination, including sustainability information



After the reservation and during the trip, Shuttle is obliged to:

- provide clients with information about the natural environment, local culture and cultural heritage of the destination
- inform clients about health risks and precautions and safety in the destination
- provide a contact person who is always available in case of emergency at a previously defined phone number
- train its staff to deal with emergencies and prepare appropriate guidelines on the subject
- provide clients with guidelines and/or a code of conduct for excursions or activities in sensitive areas, in order to reduce the negative effect of visitors in favor of positive experience
- encourage clients to use local restaurants and shops

After the trip, Shuttle is obliged to:

- systematically measure client satisfaction
- incorporate sustainability into client satisfaction research
- have prepared procedures in case of client complaints

Split, 08.03.2022.

