

DTS CROATIA

Sustainability policy

Destination
Touristic Services



Purpose

The company is committed to sustainability within its operations. The purpose of this policy is to guide all activities within the business in line with the Code of Conduct and applicable sustainability standards.

Sustainability Management & Legal Compliance

- Sustainability Commitment

DTS Croatia's leadership is committed to supporting the company's sustainability performance and endorses this sustainability policy.

We use the Travelife platform to report on our sustainability progress and to monitor and evaluate improvements. We are committed to communicating our sustainability performance through a Travelife report every two years.

DTS Croatia aims to continuously improve its sustainability practices, including the regular review of this policy.

DTS Croatia complies with all applicable local, regional, national, and international legislation related to human resources, human rights, children's rights, environmental protection, and land use.

We follow a strict Code of Ethics, including a zero-tolerance approach to corruption, bribery, forced labour, and discrimination.

Internal Management: Social Policy & Human Rights

- Employees

- DTS Croatia supports career-related and job-related professional development.
- DTS Croatia is committed to fair and equal pay for all employees and contractors.
- DTS Croatia fosters a safe, healthy, and inclusive workplace.
- DTS Croatia applies a zero-tolerance policy toward corruption, discrimination, and human rights violations.
- DTS Croatia expects the same standards from its partners and suppliers.

Internal Management: Environment

- Environmental Management of Office Operations

DTS Croatia aims to manage environmental impact within its office operations by:

- Encouraging responsible use of resources such as energy, water, and paper.
- Promoting waste reduction, reuse, and recycling where possible.
- Encouraging employees to act in an environmentally responsible manner.
- Minimizing pollution and avoiding unnecessary use of hazardous substances.
- Encouraging employees to switch off lights, air conditioning, and electronic devices when not in use.

Land Use

- DTS Croatia offices comply with all local land use regulations and respect cultural and natural surroundings.

General Suppliers Policy

- DTS Croatia is committed to responsible sourcing and aims to avoid negative impacts on society, culture, and the environment.
 - DTS Croatia prefers to work with partners that share a commitment to sustainability.
 - DTS Croatia encourages suppliers to implement sustainability practices within their operations.
 - DTS Croatia prefers locally owned suppliers and those that support local communities.
 - Where possible, DTS Croatia prefers suppliers with recognized sustainability certifications.

DTS Croatia expects its suppliers to:

- Comply with all applicable laws and regulations.
- Respect human rights.
- Provide fair working conditions.
- Follow anti-corruption and anti-discrimination principles.
- Protect children from exploitation.
- Protect the environment and local communities.

DTS Croatia applies a zero-tolerance approach to violations of these principles.

DTS Croatia aims to raise awareness among suppliers regarding sustainable practices and encourages continuous improvement.

Accommodations

- DTS Croatia works with accommodations that comply with applicable regulations.
- DTS Croatia aims to consider sustainability practices when selecting accommodations.
- DTS Croatia prefers accommodations that respect local culture and environment.

Destinations

- Sustainable Destinations
 - DTS Croatia prefers to work with destinations that support sustainable development.
 - DTS Croatia aims to promote travel to less crowded areas where possible.
 - DTS Croatia aims to avoid working with destinations that have serious human rights concerns.

Contribution to Local Communities

- DTS Croatia aims to contribute positively to destinations by:
 - Supporting local businesses and culture.
 - Encouraging responsible purchasing behavior among guests.
 - Cooperating with local stakeholders where possible.
 - Respecting human rights and local communities.

Environmental Stewardship in Destinations

- DTS Croatia aims to:
 - Encourage protection of natural resources.
 - Promote responsible travel behaviour among guests.

Customer Communication and Protection

- DTS Croatia maintains a privacy policy (<https://dtservices.travel/about-us>) to ensure:
 - Legal compliance
 - Protection of customer data
 - Transparency in data usage

Marketing and Communication

- DTS Croatia strives to provide accurate and truthful information.
- DTS Croatia aims to ensure sustainability communication is clear and transparent.
- DTS Croatia aims to be inclusive and respectful in all communications.

Customer Experience

- DTS Croatia aims to ensure positive customer experiences and applies policies related to:
 - Health and safety
 - Emergency procedures
 - Privacy
 - Customer satisfaction and complaints
 - Responsible travel practices

DTS Croatia encourages customer feedback at all times.

Contact / Responsible Person

All staff are responsible for implementing this policy.

The implementation is coordinated by the Sustainability Coordinator:

Ivana Petrovic & Emina Sahdanovic

Ivana.Petrovic@dtservices.travel

Emina.Sahdanovic@dtservices.travel

Definitions

DTS Croatia supports environmental protection, local economic development, and respect for local communities. We aim to promote awareness of responsible travel.

Effective Date

This policy is effective from 01.01.2026.