

Sustainability Action Plan

Action plan 2025-2026

Destination Touristik Services d.o.o.

Introduction

This Action Plan outlines the practical steps DTS Croatia is taking to implement and continuously improve its sustainability performance in alignment with the Travelife criteria.

The plan translates our Sustainability Policy into measurable actions, clearly defining responsibilities, timelines, and monitoring procedures. It serves as a structured framework to ensure that sustainability principles are integrated into our daily operations, supplier relationships, and destination management activities.

The Sustainability Coordinator oversees the implementation and monitoring of this Action Plan, ensuring that progress is regularly reviewed and updated within the Travelife platform.

As a Destination Management Company operating in a dynamic environment, DTS Croatia is committed to gradual, realistic, and measurable improvements, focusing on responsible office operations, supplier engagement, environmental stewardship, and transparent communication.

This Action Plan is a living document and will be updated as new initiatives are implemented and additional sustainability measures are identified.

Overview

Action plan period: 07-07-2025 to 31-05-2026

Status overview: 07-05-2026

Criteria involved: 18
Criteria with all tasks completed: 4



Tasks involved: 18
Tasks completed: 4



Sustainability coordinator: Ivana Petrovic

Staff members involved: Emina Sahdanović, Dino Grudic, Monika Juričko,

Staff hours planned: 1

Financial resources planned: 0 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Baseline assessment

Responsible	Start / End	EUR	Hours
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1.7 Overview partners/suppliers

A. Develop structured supplier sustainability overview (including certification and sustainability status)	Dino Grudic; Ivana Petrovic;	/ 31-05-2026	0	0
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Policy

1.10 Communication

A. Upload Sustainability Policy	Dino Grudic; Ivana Petrovic; Monika Juričko;	06-02-2026 / 30-04-2026	0	0
Upload of sustainability Policy				

External reporting and communication

1.16 Public reporting

A. Upload of DTS Sustainability policy for Croatia	Dino Grudic; Ivana Petrovic; Monika Juričko;	06-02-2026 / 31-05-2026	0	0
Create and upload within the next 2 months, until end of May				

2. Internal management: social policy & human rights

No tasks planned

3. Internal management: environment and community relations

Procurement

3.3 Office paper: type

A. examining the 60g/m² paper

Currently, we are examining whether 60g/m² paper can also be used and if it prints equally well on the existing printers. This could further reduce paper consumption. Additionally, various recycled papers will be tested in the near future, and their cost-effectiveness in terms of acquisition and consumption will be evaluated.

Ivana Petrovic;
Dino Grudic;11-12-2025 /
31-12-2026

0

0

3.6 Cleaning materials

A. environmentally friendly cleaning products

discuss with the cleaning company the possibilities for introducing more environmentally friendly cleaning products.

Dino Grudic; Ivana
Petrovic;01-02-2026 /
01-12-2026

0

0

Water

3.20 Water use

A. Water saving

Teaching and guiding employees on how not to waste water.

Dino Grudic; Ivana
Petrovic;15-02-2026 /
30-06-2026

0

1

Waste management

3.22 Waste legislation

A. Waste legislation ✓

Paper: Documents will be shredded, used paper, cardboard, brochures, etc. will be collected in special bins and will be brought to recycling by the public waste system. Printer cartridges will be collected in special bins and will be delivered into the special collection and recycling - to be arranged Batteries will be collected separately and will be disposed in public battery recycling collections at shops for electronic devices - done by Travelife rep Plastic: Plastic, plastic bottles will be collected in special bins and will be brought to recycling by the public waste system. Bio waste: Bio waste will be collected in a special bin and will be brought to recycling by the public waste system

Monika Juričko; 23-07-2025 / 31-07-2025 0 0

3.26 Reuse / recycling of waste

A. Purchasing bins to sort out the garbage ✓

Garbage bins will be placed on multiple points/offices where waste will be disposed off in a responsible manner. Staff will be educated on how to dispose of the waste responsibly; sorting paper, plastic, metal, glass and regular waste by Travelife rep. Instructions will be put up as well above bins as a reminder

Monika Juričko; 21-07-2025 / 31-08-2025 0 0

3.27 Toner/ink

Monika Juričko; 21-07-2025 / 0 0

A. Toner disposal ✓

31-08-2025

All toners will be gathered in a container that will be in the central office. It will be disposed off once full in a responsible manner by Travelife Rep. or whoever she assigns the task to.

3.28 Recycling of batteries

A. Conscious battery disposal ✓

Monika Juričko;

21-07-2025 /
31-08-2025

0

0

All alkaline batteries will be gathered in a special container that will be placed in the central office where once it gets full, will be disposed off in a designated recycling place. Use of batteries will be reduced to a minimum by investing in better quality electronic devices.

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

Accommodations

6.3 Certified accommodations

A. Certified accommodations

search for certified accomodations along the adriatic coast.

Ivana Petrovic;

Emina Sahdanović; 30-06-2026

01-02-2026 /

0

0

6.4 Contract conditions

A. Supplier code of conduct - third party adding Supplier Code of Conduct as a part of their contract for all third party contracts done by DTS	Ivana Petrovic; Emina Sahdanović;	ongoing	0	0
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6.5 Participation to training/education

A. Inform accommodations about training opportunities inform hotels and accommodations about training opportunities	Ivana Petrovic; Emina Sahdanović;	ongoing	0	0
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6.6 Collective actions

A. Joint initiatives with other TOs to improve sustainability of acc. joint initiatives with other tour operators to improve the sustainability of accommodations in the destinations	Ivana Petrovic; Emina Sahdanović;	ongoing	0	0
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7. Activities

No tasks planned

8. Tour leaders, local representatives, and guides

No tasks planned

9. Destinations

Local projects and initiatives

9.3 Local economic network

A. expanding the Local economic network improving relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc.	Ivana Petrovic; Emina Sahdanović;	01-03-2026 / 31-05-2026	0	0
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(e.g. initiatives to improve quality level, logistics, transport)

10. Customer communication and protection

Prior to booking

10.4 Destination information, quality

A. Adding sustainability information about the destination	Ivana Petrovic;	01-03-2026 /	0	0
adding extra information about sustainability (eco transfers, etc.) about Croatia on the website, exploring the option to inform future clients/guests in advance to gain a coincidence about a sustainable way of travel	Emina Sahdanović;	30-06-2026		

After booking and during holidays

10.13 Destination information and interpretation

A. Add general information about destination to DMC webpage	Ivana Petrovic;	22-02-2026 /	0	0
Connect to DMC Network and colleagues, to add additional info about Croatia and promote sustainable tourism on our webpages to future clients	Emina Sahdanović;	30-06-2026		

10.22 Sustainable transport options

A. communication about the electric vehicles in Croatia	Ivana Petrovic;	18-10-2026 /	0	0
gather information of usage of electric vehicles as part of our transfer services.	Emina Sahdanović;	31-10-2026		