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SUSTAINABILITY POLICY

The travel and tourism sector are the largest and fastest growing industry in the world as per WTO (2018), with 1.2 billion tourists. We believe that the hospitality industry is a powerful influence substance to educate and protect natural and cultural heritage for future generations. This is confirmed with the emergence of the fastest growing segment (+24%) in Tourism being sustainable tourism projected to generate 250 million tourists by 2030.

Why Sustainable Tourism?

The United Nations declared 2017 as the Year of Sustainable Tourism, which inspired Go Vacation to rethink our sustainability strategy. It is important to embrace sustainability, as climate emergency is threatening future generations opportunity for tourism.

Sustainable tourism is the form of tourism which meets the needs of tourists, the tourism industry, and host communities today without compromising the ability of future generations to meet their own needs.

Tourism has environmental, economic, and social impacts. Sustainable tourism is about maximizing the impacts which are positive and minimizing the negative ones.

It seems that the environmental impacts are negative, the economic effects positive, and the social impacts a combination of both. However, it is also important to recognize that there are clear links between the three aspects of tourism – the environmental, economic, and social dimensions – and these are below. And therefore, we need to embrace strategic corporate sustainability.

According to The World Tourism Organization (WTO), sustainable tourism should:

- 1) Make optimal use of environmental resources that constitute a key element in tourism development, maintaining essential ecological processes and helping to conserve natural heritage and biodiversity.
- 2) Respect the socio-cultural authenticity of host communities, conserve their built and living cultural heritage and traditional values, and contribute to inter-cultural understanding and tolerance.
- 3) Ensure viable, long-term economic operations, providing socio-economic benefits to all stakeholders that are fairly distributed including stable



employment and income-earning opportunities and social services to host communities, and contributing to poverty alleviation.

SiP travel Vision

We are one of leading travel companies in Boka bay region. We benefit from the strong individual businesses in our network and collaboration with other tourist agencies.

SiP travel Mission & objectives

Our Mission is to perform and deliver excellent quality service to our clients. Providing them unforgettable travel and enjoyable stay, with guaranteed services that exceed their expectations. With this objective, we aim to earn the reputation in correlation with our LOGO – “Simply Perfect” (SiP) Travel Agency.

We make a difference by working as a team, to turn customer holiday dreams into reality.

Together, we shape the travel market and work to make sure that a holiday is THE holiday. The way we treat each other, our customers and our partners, and the way we are there for them and cooperate with them are what make us unique.

SiP travel Sustainability Mission

We want to attract sustainable mindset tourists to Tivat and Montenegro and provide high quality sustainable service to our customers by striking a balance between tourism, culture and nature, promoting hospitality and eco-friendly lifestyles, thus minimizing the “carbon foot-print” in order to promote sustainability.

We are committed to promoting sustainability. Our aim is to support a sustainable society, sustainable tourism and sustainable trade and we firmly believe in leading by example. Our sustainability policy must minimize all negative effects on the natural and social environment while supporting all business partners towards more sustainability. It is also aimed to create more sustainability awareness among our guests to make conscious choices to leave the least impact on the destinations which they live or visit.

SiP travel Principles

We make things happen by taking personal responsibility for our work, looking for the best solutions, making informed decisions and doing things to the highest possible standard.

We put the customer at the center of everything we do; with a wide range of products and destinations, the most efficient processes and attention to detail, and an



obsession with creating an effortless customer experience that leads to outstanding levels of customer satisfaction.

We are willing to change and take risks to improve the customer experience and achieve better financial results. We seek out ways to transform the way we operate and are happy to disrupt the status quo as a way to improve.

We rely on innovative, enthusiastic and open collaboration with other travel agencies and with all our partners.

We only make promises we intend to keep. We uphold the highest standards of corporate behavior, ensuring compliance at all times. We act in an ethical and sustainable way to ensure we and our partners protect the interests of society and the environment. We support all business partners towards more sustainability and create more sustainability awareness among our guests.

While choosing partner agencies we:

- Prefer to work with organizations that have a written sustainability statement as an integral part of their business policy and with a clear sustainability policy in place
- Expect partners to comply with GSTC-accredited certifications
- Recommend partners to adopt sound environmental practices and to minimize their carbon footprint
- Will regularly evaluate their sustainability claims to ensure practices are aligned with your own company policies.

Our Theme

In 2022 we adapted our new LOGO showing our commitment to sustainability in tourism and want to be recognized as a leading responsible destination management company.

SiP travel Sustainability Principles

We make things happen by taking personal responsibility for our work, looking for the best solutions, making informed decisions and doing things to the highest possible standard. Our sustainability policy is based on the following

- > To integrate sustainability considerations into our business decisions.
- > To ensure that our staff is fully aware of our Sustainability Policy and committed to implementing and improving it.
- > To make our partners, suppliers and clients aware of our Sustainability Policy and encourage them to adopt sound sustainable management practices.
- > To rely on innovative, enthusiastic and open collaboration within the group and with all our partners.



- > To minimize the impact on sustainability of all office and transportation activities.
- > To support local suppliers by purchasing local products, locally made souvenirs which are produced based on fair trade and sustainability principles.
- > To review, annually report, and to continually strive to improve our sustainability performance.
- > To select new destinations reachability through more sustainable means of transport.

SiP travel – Sustainable practices

We are committed to reduce consumption of utilities and solid waste in keeping with the best principles of environmental sustainability. We implement conservation and sustainability measures to allow us to conserve water, energy, and ecosystems, in hope that our goals inspire our partners and guests' consciousness in support of environmental sustainability.

Human Welfare

We as a company and as we deal with our preferred service providers ensure that human resources are treated fairly by offering fair labor practice, women are empowered, better working conditions, minimum wages, health & safety, no discrimination, secured employment, terminal and Statutory benefits and there is no child labor.

We expect that all our partner agencies take preventative measures to ensure that children are protected from tourism-related sexual exploitation and all potential forms of abuse (physical, sexual, emotional) or exploitation. Any suspicious behavior on the premises or during excursions from guests, employees, or staff must be reported to local authorities. Not taking adequate measures to prevent sexual exploitation of children within your direct supply chain (e.g., accommodations and excursions) can result in the early termination of our existing or future contracts.

Pollution reduction

Tourism can cause the same forms of pollution as any other industry: air emissions, noise, solid waste and littering, releases of sewage, oil and chemicals, even architectural/visual pollution.

1.) Air pollution and noise:

- > We encourage our guests to consider airlines that leave less carbon footprint or opt for an environmentally conscious airline.



- > We promote excursions that feature an eco-friendly means of transportation to reduce carbon emissions and noise pollution from automotive engines.

2.) Waste management:

- > We as a company and our preferred service providers strive to ensure that we minimize the use of plastic/ Polyethylene and separate organic waste for composting/animal food while recycling paper.
- > Service providers that are able to go beyond these basic waste management practices will be highly preferred.
- > We also promote a minimal use of plastic drinking water bottles in our office and a guest's trip.

Energy reservation

We and our preferred service providers follow energy efficiency practices. (i.e. 100% LED) They are expected to advise their guests with regard to energy saving practices in place to minimize negative impacts. To maintain low-energy usage, the same practice is implemented during and after our operation hours and breaks in our office.

We encourage the reduce/reuse/recycle standard of operations such as purchasing energy- efficient equipment, maintaining good housekeeping.

Water conservation

We and our preferred service providers are sensitive to the emerging global water scarcity. Therefore, locations with water saving system on their 'western' toilet and shower will be preferred over other. Places that make use of a bucket flush for the toilet and/or bucket shower also have a clear control over the amount used. We encourage rainwater harvesting.

Local supplies & procurement

We ensure that we follow a sustainable procurement strategy. We strive to purchase and use local food products, locally made souvenirs which are produced based on fair trade and sustainability principles.

Child protection

We and our preferred service providers service providers ensure that the rights of children are respected and safeguarded. Exploitation of children for labour



is totally unacceptable to the Organization. The contract with any supplier in respect of any service to the company shall stand terminated forthwith, if it is discovered that such supplier exploits child labour.

Biodiversity care

We and our preferred service providers strive to eliminate negative effects on local and global biodiversity (e.g., do not offer Red List of IUCN and CITES Treaty). The sanctity of the fauna, flora and eco systems is non-negotiable and inviolate under any circumstances.

Authentic charm

We and our preferred service providers (exterior and/or interior) incorporates elements of local art, architecture, or cultural heritage. And or restaurant services shall not permit within their premises either directly or indirectly the sale or exhibition of curios or products made of animal bone, skin, ivory and feathers, and we encourage our guests not to support such souvenirs.

Respect Community value

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever way they can.

Anti-corruption

Achieving business targets through corruption is counter/ productive to both the business entities and the trade. Preferred service providers of the Organization shall not under any circumstances either directly or indirectly be involved in any act of corruption in the form of bribing any person or institution with money or in kind.

Labour conditions

Our partner agency should:

- Pay its employees at least a living wage (that is equal to or above the legal minimum);
- Show evidence that they pay no less than that to its employees;
- Comply with local employment legislation by documenting the legal minimum wage;
- Not engaging in illegal or unauthorized deductions from wages;



- Working hours of the employees are in line with the legal requirements and/or industry standards;
- Overtime is paid, or time is given back;
- Fix and paid yearly holiday is given;
- No child employment (14 years or younger);
- Formal contracts in writing are signed by both agency and employees;
- Employees shall be granted their stipulated annual leave and sick leave without any form of repercussions;
- Employees shall be granted their stipulated maternity/paternity leave and other pre/neo-natal rights;
- All forms of forced labour are forbidden;
- All employees are free to enter and terminate their employment through their own choice and without penalty;
- No discrimination is made based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics;
- The freedom of association and the right to collective affiliation is recognized;
- Workplace conditions that violate basic human rights are not allowed. Physical abuse or punishment, threat of physical abuse or punishment, any kind of sexual or other harassment, and other forms of intimidation are prohibited;
- A means through which staff can make representation to senior management about key employment issues is provided;
- An effective complaints procedure, through which employees may raise grievances, is provided.

SiP travel Sustainable Purchasing Policy

We ensure that we follow a sustainable procurement strategy. We strive to purchase and use local food products, locally made souvenirs which are produced based on fair trade and sustainability principles.

- > We will strive to balance environmental and fiscal responsibilities in making Green Purchasing decisions, provided that the products meet acceptable use and performance standards.
- > We purchase products made with green labels or with recycled materials for example, paper towels, printer paper.



- > We purchase products with a lower environmental impact.
- > We follow a sustainable procurement strategy by supporting local suppliers.
- > We purchase local food products, locally made souvenirs which are produced based on fair trade and sustainability principles.
- > We aim to buy in bulk to promote less delivery, therefore less fuel and less pollution emitted into the air.

Sustainable Transportation Policy

Transport systems and services themselves can be at the heart of tourist activities. We continually strive to reduce our impacts, including the environmental impacts associated with travel.

We recognize that travel, especially road and air travel, has a direct impact on the environment and we encourage the use of more sustainable forms of transport across our operations. Making public transport easier to use by tourists and encouraging them to walk or cycle more frequently can help to mitigate negative environmental impacts and manage seasonal peaks.

As a Destination Management Company, **SiP travel** bring forward the concept of sustainability travel and customer satisfaction.

We highlighted below points:

- > Public Transportation – We encourage our staff and clients to use public transportation if available
- > Public Transportation – We extend sustainable public transport involvement as an option for long distance journeys as a way of reducing Carbon Footprint.
- > We prioritize hybrid & electric transportation (if available) for tours to minimize the Carbon Footprints.
- > Vehicle Maintenance – All the vehicles are well maintained with service standards to minimize the negative environment impacts. i.e. eco /emission test
- > Vehicle Inspection check- Vehicles from transport suppliers and contracted vehicles from individual suppliers been inspected periodically, and they are installed with GPS to support fleet management, for example, driver's behavior monitors, preventive maintenance, efficient routing and lower fuel use.



- > SIC transfers – we encourage our clients to book SIC transfers which allows us to group arrival or departure transfers in on vehicle. The SIC transfer rates are also more attractive.
- > SIC Tours – We encourage the clients to book the SIC tours (in which the group of clients share one vehicle for the entire roundtrip) than booking the individual car or boat tours. The SIC tour rates are also more attractive than the rates for individual tours. This is especially applies to group tours with our speedboat.
- > Cycling and walking - We offer cycling/ walking excursions in our package tours to sightsee the city as an eco-conscious alternative.
- > Excursion - to give preference to sustainable transport options when offering excursion activities (if available).
- > Excursion - Include sustainability clauses when offering excursion activities in order to promote environment friendly transport options.

SiP travel Sustainable Air Travel

Air travel contributes to climate change, and causes environmental and economic damage by its CO₂, NO_x, noise and other emissions. But the importance of the industry comes with adverse effects, which continue to affect the climate with little or nothing to do because of how the industry is tremendously growing and there being no alternative to kerosene as fuel. According to IATA (International Air Transport Association), a total of 100,000 flights using sustainable aviation fuels (SAF) has been reached! The ultimate goal is to produce jet fuel from sustainable sources instead of fossil fuel. The high rate of combustion of the fuel increases the amount of carbon emission, which directly affects the erosion of the ozone layer and therefore leading to global warming.

In order to create a sustainable Air Travel, SiP travel encourage all tourist to Montengro to be sensitive to the preferred sustainable practices:

- > Extend sustainable public transport involvement as an option for long distance journeys as a way of reducing Carbon Footprint.



- > Facilitating to select most sustainable transport options with the consideration of comfort and price, in domestic travel.
- > Encourage to give preference to sustainable transport options when offering excursion activities.
- > Include sustainability clauses when offering excursion activities in order to promote environment friendly transport options.

SiP travel encourages its employees consider sustainably and:

- > Fly economy-class instead of business class
- > Travel with light weight
- > Choose a more sustainable airline which has a sustainable policy and strategy
- > Encourage to take direct flights whenever possible
- > Give preference to airlines with modern aircraft fleets

SiP travel Sustainable Accommodation Policy

We prefer working with partners who are certified with eco-label, but this approach is not always possible. We have developed this policy to help our partners understand good sustainability practices and our requirements. The accommodation shall actively choose/offer locally produced, fair trade and organic food as well as supporting locally made souvenirs which are produced based on fair trade and sustainability principles. We encourage them to have general sustainability considerations as follows;

- > 100% child protection
- > Waste management practices
- > Water efficiency and rainwater harvesting practices
- > Renewable energy driven accommodations
- > Fair human treatment
- > Authentic charm
- > Support local community
- > Zero biodiversity destruction

Our business does not contract directly or indirectly accommodations which are involved in compulsory labor or which employ children to complete work which is



normally undertaken by adults. There are special working times and conditions for children (14 years) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138.

SiP travel shall be entitled to terminate the agreement with our partners and suppliers without notice if it becomes known that they promote or tolerate criminal activities especially sexual exploitation of children, or if they jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighboring communities it can be a reason to terminate the co-operation with the accommodation and blacklist the said partner/supplier from any further association.

These considerations are our checklist for preferred sustainable **SiP travel** suppliers.

SiP travel Sustainable Excursion Policy

- > We offer excursions with the most sustainable option for transportation for example, a walking, bicycle tour or a boat ride.
- > Our drivers have been trained in sustainable driving and comply with the government regulations as well as our contract.
- > We provide guidance on Travel Sustainability to our excursion providers.
- > We do not promote caged animals, or any programs animals or humans' health can be risk, or any programs that can potentially harm natural resources.
- > We ensure that wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local, national, and international law.

SiP travel Sustainable Guide Services Policy

An essential element for sustainable tourism development in any tourist destination is the participation of active stakeholders and their collaborations. Among them the tourist guides play a major role in the tourism industry since tourists need to have a clear picture of the country and its offerings, laws, rules and regulations and other expected behavioral patterns. Moreover, guides should have the ability to transform the tourist visit into an unforgettable experience. In addition to the quality and ability



of tourist guides, there are many problems and issues associated with their services that can impact on the ultimate satisfaction of the tourists. Therefore, the primary objective of SiP travel is to recognize the impact of tourist guides in moving tourism development in a sustainable direction.

Furthermore, the guides' behaviors may negatively impact on the industry's sustainability by forcing tourists to buy things, attend activities at their own expenses, relying on clichéd introductions to the sights

- > Prioritize licensed tourist guides
- > Improve the Efficiency of the tourist guide training programs
- > Continuous monitoring of the performance of tourist guides
- > Ensure the quality of guide accommodation and other facilities
- > Appearance of tour guides & code of ethics
- > Establishing Reasonable Pay System
- > Have a trust culture

“We are committed for a sustainable environmental protection, while strengthening our economy and respecting local community.

Contact Us:

For sustainability related matters we can be reached via this email address for all:
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