

Sustainability policy of Yugo travel



Purpose

YugoTravel is dedicated to inspiring travelers to explore the Balkan region with a strong commitment to sustainability. This policy aims to offer transparency into how YugoTravel designs trips that are deeply rooted in nature and focused on community engagement.

This policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.

We are committed to growing our business in a sustainable manner. We recognize that the environment, communities and cultures within which we operate are vital to the success of our business.

Responsible travel is one of our company's core values, we aim to maximize the positive effects that tourism can have on individuals and local communities, while minimizing the negative social, environmental and economic impacts.

This policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company. We therefore commit to the following objectives:

- Comply with all relevant legislation and embed sustainable development principles into core business practices at the destinations and in our home office.
- Use our position to drive sustainability within our destinations.
- Preserve the environment and continually improve the environmental performance at the destinations.
- Optimize our social impact to enhance local livelihoods and prevent tourism leakages making sure that money goes to the locals.
- Provide sustainable information in our travel plans to encourage our clients to opt for sustainable travel options.

Scope

This policy is applicable to YugoTravel's partners, which includes various accommodation and excursion providers. It outlines both the internal and external aspects of sustainability implementation within the company.

Furthermore, this policy offers customers insights into our deliberate efforts in trip design. While it does not impose direct obligations on them, it serves as a source of information and transparency concerning sustainability.

This policy is also applicable to Montenegro 4x4 Adventures and its partners.

Sustainability management & legal compliance

Sustainability commitment

YugoTravel leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every

two years.

Melissa Cehic, Sustainability coordinator is responsible for the following:

- Ensure a general understanding of sustainability and related policies among all staff;
- Design the company's sustainability policy with input and support from colleagues;
- Improve the sustainability of the company's product offerings and supply chain;
- Coordinate Travelife reporting and certification;
- Report regularly on sustainability progress and challenges with the top management team;
- Support internal and external communication regarding your sustainability policies and actions.

Experiences, training materials and best practices concerning sustainability will be shared with other companies and stakeholders once Yugo Travel is certified and has potential sustainable material to share.

Other ways of exchanging experiences are via

- Website: example trips are off the beaten track so that people get inspired by such unique experiences
- Sustainability policy: supplier guidelines of partners and codes of conduct for personell and clients
- Beste practices by highlighting sustainability practices of our partners in our programs. e.g. accommodations using solar pannels.

Sustainability management & legal compliance

YugoTravel commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

YugoTravel follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Nature of business

Yugo Travel is an inbound tour operator, a Destination Management Company who purchases local services and resells to other business. Yugo Travel is based online, being an Online Travel Agent, we re sell accommodations, excursions and transport to customers via online platforms to the market.

Destinations

- Montenegro
- Croatia
- Slovenia
- Serbia
- Bosnia
- Kosovo
- North Macedonia

Internal management: social policy & human rights

This chapter is looking at sustainability at the core of YugoTravel, the home office of Ruud Peeten. Besides

personal behavior, also the behavior and mindset of his colleagues are looked at, the local sustainable rules regarding sustainability and the environment.

- All colleagues understand our goals and are accountable for the implementation of our sustainable policies
- Waste is separated as according to provincial law in the Netherlands
- Water waste is disposed through government sewage system
- Resources such as water and energy are measured at home
- Local and bio products are purchased where possible and the use of small packaging is limited.
- We respect all colleagues, their diversity and advance their wellbeing wherever we can. Also their local culture and community is respected.
- We raise awareness on sustainability among our team and partners by communicating with them about possible sustainable practices and share successful sustainable practices with others.

Employees

Yugotrail has no staff but for future employees, policies are according to CAO reisbranche.

- Yugotrail supports both career-related and job-related professional development activities.
- Yugotrail is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.
- Yugotrail is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.
- Yugotrail is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.
- Yugotrail further expects this commitment from all partners and suppliers.

Future contracts

- Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.
- In the occasion of future employees, a formal contract including labour conditions and job description will be made
- The company pays employees at least a living wage which is equal to or above the legal minimum.
- Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.
- Future employees have the right to a fixed yearly paid holiday. All according to the CAO.

The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.

The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.

Safety & Health policy

We comply with all requirements of our applicable national laws and regulations that help protect visitors and employees. We demand a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

Our main commitments are as follow, in our company we dedicate necessary resources to:

- ♦ Ensure safe working practices are set up and followed
- ♦ Prevent risks to health and hazards
- ♦ Ensure that the right warning signs are provided and looked after
- ♦ Ensure that ventilation, temperature, lighting, toilet, washing and rest facilities all meet health, safety and welfare requirements
- ♦ Consult with employees and health and safety representatives on safety
- Provide information and training for employees

Yugotravel has no office. These measures are taken seriously at the home office. For future employees a safe home working environment is ensured.

Drugs & alcohol

We have a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Likewise, we do not tolerate employees attending work under the influence of alcohol.

Contravening either of these points may lead to instant dismissal.

Risks & hazards

All our employees must avoid potentially dangerous work involving manual handling (and if it can't be avoided, take precautions to reduce the risk of injury).

Employees need to be informed about any potential hazards from the work they are required to perform - chemicals and other substances used by the company- and give information, instructions, training and supervision as needed

We make sure that all materials are handled, stored and used safely. We take precautions against the risks caused by flammable or explosive hazards, electrical equipment, noise and radiation.

Risk assessment and management for our customers

We recognize that assessing risk forms the very basis of ensuring our customers' safety and also brings to all of our attention what we can do ourselves to protect our customers. A good definition of risk assessment is 'a careful examination of what could cause people harm'. In order to assess risk every team needs to ensure:

- Procedures are in place to regularly review risk and any contingencies in place
- Good signage to inform and warn
- Written procedures exist to cover emergencies

Risk Assessment of Hotels – key points:

- Food Safety
 - written food safety system (HACCP or their own)
 - equipment maintenance procedures
- Illness
 - written evidence to support actions taken
- General Safety

- equipment breakdown procedures
- training of staff
- electrical & gas safety maintenance by competent people
- general safety to avoid injury

Risk Assessment of Transportation – key points:

- Need for fully documented vehicle & driver records
- Driver to conduct pre-journey inspections of vehicles
- Driver to report any defects
- Scheduled maintenance
- Necessary checks on drivers and regular assessments
- Evidence of all appropriate licences

Risk assessment of other incidents – key points:

Written procedures are required to be in place to handle the following:

- Hospitalisation of a customer
- Accident on an excursion
- Sensitive incidents e.g. rape, mugging, assault
- Airport closure
- Natural disasters
- Terrorist attacks

In the event of emergencies while working from home, it's important to promptly contact the police or fire

department and evacuate the building safely.

In the event of emergencies at our destination, effective communication with all our suppliers is crucial. They will respond accordingly, and we will engage with the client to provide the best suitable solution at hand.

Accident/incident reporting

Future employees must report any accidents, injuries, diseases and dangerous occurrences. The direct witness of the accident/incident must write an injury report and report to its manager. This standard report must include:

- names of the concerned parties
- time and date of injury
- exact location the injury/incident occurred
- how the injury/incident happened
- details of the injury/illness and the part/s of the body injured
- names and contacts of any witnesses
- name and contacts of the person entering details
- date the employer was notified

Internal management: environment

Environmental management of office operations

- ◆ We are committed to keeping the direct footprint of our business operations as minimal as possible and actively follow the 5Rs (refuse, reduce, reuse, repurpose, recycle) principles. We have the following measures in place:
 - Follow all local and national regulations concerning environmental law

- Measure, monitor, and evaluate use of all commodities and products purchased, especially in terms of water, waste, energy, and carbon
- Procure office supply. locally, seasonally, fair trade, in bulk, with limited packaging, sustainability certified whenever possible
- Print only when absolutely necessary, and when printing, always print double-sided on grayscale. Paper must always be FSC or equivalent certified, with preference for the highest percentage post-consumer materials
- All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use
- Water saving measures are in place in all common areas and restrooms
- Waste is separated into the following categories: plastic, organic, paper products, metal, hazardous, glass, e-waste, waste to landfill and is disposed of properly by municipality
- Noise, light, and air pollution is minimised

No disposable and consumer goods are purchased because everything is solely online.

The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use). Therefore Yugotravel already uses:

- Reusable tote bags instead of plastic bags;
- Ceramic or reusable dishware/drinkware/cutlery instead of plastic/Styrofoam products;
- Rechargeable batteries instead of single use batteries;
- Electronic communication instead of printed materials;
- Reusable water bottles instead of single use plastic;
- Hand towels instead of paper towels

Policy action plan

STEP 1: Become aware of your current purchasing practices. Ask yourself these questions. What do you buy? Where? How much? At what price?

STEP 2: Establish a formal baseline and begin monitoring your use of consumable goods. Identify the products you purchase, units, and unit price, and determine the amount over time. Alternatively, or in addition, begin measuring your waste, either by volume or by weight, to determine how much is thrown away. It is recommended to also measure each category of waste, such as different types of recycled materials such as paper, metal, glass, plastic, etc., in addition to waste to landfill.

STEP 3: Based on this assessment, define a policy to reduce your use of disposable goods. Express your commitment, name overall objectives for the short, middle, and long term, and identify key tasks you will undertake to achieve your objectives (e.g., inventory the products you purchase and identify which ones are not necessary).

Carbon management of office operations

- Yugotravel is committed to reducing its carbon footprint and endeavours to reduce the amount that is traveled as much as possible by:
 - Reduce the amount we travel as much as possible
 - Travel mostly by train also internationally
 - Only remote work
 - Ruud has an hybrid car, Melissa only travells by public transport
 - Installing energy efficient equipment and appliances where possible in the house and home office
- The company has an active commitment to reducing energy consumption, which is monitored and implemented. All rooms in the house have seperate electricity heating. Therefore he can turn down all heaters except for his office room which reduces energy consumption.

The company has developed and implemented a solid waste reduction and recycling policy. Besides the use of recycling coffee cups, dubble sided printing and bulk purchasing in the rare event that YugoTravel needs to print/order also reduction regarding old equipment donations and refillable products and packaging can be developed and implemented.

Land use

- The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal by Dutch law.

Land use

- YugoTravel is a home based office and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

- ♦ Yugotravel is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- ♦ Yugotravel prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- ♦ Yugotravel prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- ♦ Whenever possible, Yugotravel prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- ♦ Yugotravel expects its suppliers to adhere to a Code of Conduct, that includes the following responsible

business practices:

- Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of Yugotravel
- ◆ Following a zero-tolerance policy, Yugotravel will immediately terminate any relationships with suppliers that violate our policies, specifically through acts of bribery, corruption, discrimination, and violation of human rights.
 - ◆ Yugotravel raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.
 - ◆ Yugotravel actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
 - ◆ Yugotravel maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

****How do you implement a policy for sustainable procurement?***

The policy should clearly state that when purchasing products and services, preference is given to products that are produced with respect for people and the environment, and to service providers that have a sustainability policy.

(Sustainable) alternatives will need to be researched and compared to regular products in terms of quality, performance, price, and availability. The final decisions must be transparent, documented, and well-reasoned, especially for key products like paper or energy, or when you have not chosen the sustainable alternative.

****Model sustainable procurement policy:***

Our company prefers more sustainable products and services. When selecting our providers, we apply the following procedure:

- We prefer products with a recognized environmental or sustainability certificate or proven sustainability qualities;
- We prefer products that are locally produced; we purchase from local suppliers whenever possible;

- We prefer to work with suppliers and service providers with a sustainability reputation.
- When purchasing key products, we apply the following sustainable procurement procedure:
 - We try to determine how much of our purchases meet the five Rs: reduce, repair, reuse, repurpose, recycle;
 - We research possible sustainable alternatives;
 - We compare these alternatives in terms of price, quality, and availability;
 - We commit to purchasing the most sustainable alternative in relation to the above factors;

Key products include, but are not limited to: paper, electrical appliances, cars, electricity, heating, furniture, cleaning materials, and building materials.

****Energy reduction policy****

****How we save energy on heating and ventilation:****

- Turn off the heating/cooling system at night and on weekends;
- Lower the temperature during heating. By reducing the temperature by 1 degree, you lower your energy bill by approximately 7%;
- Optimize the heating system and install electronic thermostat valves where possible;
- Program the individual heating periods and temperatures optimally. For example, a temperature for daytime, nighttime, weekends, holidays, etc.;
- Insulate outer walls, roofs, ceilings, etc. Almost every investment pays for itself during the first heating period;
- Use fans instead of air conditioning;
- Do not use electric heaters. They consume a lot of energy. Use them only in emergencies;
- Close doors and windows, apply insulation film on single-pane glass, and regularly refresh the air to prevent mold;
- Ensure adequate ventilation in central heating. Open windows for about 10 minutes regularly instead of keeping the window permanently open. Lower the heating during ventilation times;
- Close the outside shutters at night in winter, if available;
- Place reflector foil behind heating elements;

****How we save energy on lighting:****

- Maximize the use of daylight, for example by ensuring that all windows are clear. Daylight is free and even the most efficient LED lighting fixtures cannot compete with it;
- Replace conventional light bulbs with energy-efficient ones, such as compact fluorescent lamps and LED bulbs, which consume up to 80% less energy (and also offset the higher purchase prices); Minimize halogen lamps;
- Optimize the lighting of display windows with timers and light sensors. Turn it off at night; Do not use light-absorbing light covers;
- Use dimmers for lighting;
- Install timers or motion sensors for lighting in stairwells or bathrooms and set them up as soon as possible.

****How we save energy on technical equipment:****

- When purchasing computers and printers, pay attention to energy labels and compare energy consumption; Do not leave devices on standby during breaks. It's better to turn them off completely;
- Turn off the screen when you do not need it. Screens can be set to automatically go into standby after about 20 minutes;
- Printers can be turned off overnight. It is best to use a timer that can be set for a certain time;
- Use power strips with on/off switches. This allows you to turn off multiple devices at once. Many devices such as screens, modems, scanners, and printers still consume about 2 to 3 watts in the 'off' mode, so it makes sense to turn them off completely;

- Pre-set all equipment to the energy-saving mode, which can save about 40 W; Only turn on coffee machines when needed;
- Buy a refrigerator without a freezer;
- If you have a freezer, defrost it regularly; Do not put warm meals/drinks in the refrigerator;
- Place the refrigerator in a cool spot (without air conditioning, as refrigerators net produce warmth);
- Use an electric kettle to boil water. It uses less energy than a (gas/electric) stove, and you can fill it with just the needed amount of water (you can fill it with cups);
- Store coffee in a thermos instead of in electric heating appliances.

****How we save water:****

****Faucets:****

- Install water-saving faucets with a flow limiter;
- Install faucets that quickly reach the desired temperature;
- Repair leaking faucets. Even a slowly dripping faucet can waste 10,000 liters per year; Avoid washing dishes under running taps.

****Dishwashers:****

- Install a dishwasher that uses 50% less water than average models; Wait until it is full before washing;
- Scrape the dishes before washing, instead of rinsing.

****Toilets:****

- Replace single flush toilets with dual flush; Repair leaking toilets immediately;

****Air Conditioning:****

- Use fans and natural ventilation wherever possible; Turn off heating and cooling after office hours.

****Plants:****

- Install rainwater tanks;
- Use drought-tolerant plants;
- Water plants early in the morning or late in the evening.

****How we prevent waste:****

- Use recyclable and refillable products (toner, liquid soap, etc.);
- Use large (bulk) packaging instead of many small packages (e.g., paper, cleaning agents, etc.); Avoid excessive packaging (e.g., double packaging);
- Use high-quality, durable, and easily repairable products; Use products two or three times (e.g., sheets of paper/notes);
- Avoid harmful or dangerous products or those that require them, and prefer environmentally friendly alternatives;
- Use food materials with eco-friendly packaging (reusable) such as refillable bottles, paper/cardboard packaging, etc.;
- Avoid canned drinks, and prefer (refillable) bottles, mugs, etc; Handle old electrical equipment (e-waste) properly;
- Take old equipment to a recognized waste processing center; Only take equipment to thrift stores if they still work;

Inbound partner agencies

- ♦ Yugotravel only works with partners that adhere to the company's sustainability policy.
- ♦ Yugotravel works with partners that are certified or have other sustainable goals and can prove this.

- ♦ In the entire process of developing and operating our travel packages, Yugotravel expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.
- ♦ The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers.

We prohibit the suppliers who organise unacceptable activities.

Transport

- ♦ Yugotravel only advises transport providers that adhere to the company's Sustainability policy, e.g. The Train Traveller.
- ♦ Transport to and in the destination is not organised by Yugotravel. However, transport by plane or electric vehicle is advised in all proposals.

Accommodations

- ◆ Yugotravel only works with accommodations that adhere to the company's Code of Conduct regarding Sustainability. That is that we look at several factors when choosing an accommodation, in chronological order:
 - Number of rooms. We prefer less than 12
 - Eco certified
 - Sustainability score on booking.com
- In the accommodation selection process, Yugotravel considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.
- Yugotravel favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and tradition.
- Yugotravel selects only accommodations run by locals/ local families.

Policy conditions:

- allotment conditions are discussed between Ruud and accommodation provider at least 3 months before the start of high season (june)
- Prices are decided, known and transparent amongst Yugotravel and the accommodation provider.
- Number of rooms and type of room are decided, known and transparent amongst Yugotravel and accommodation provider.
- Rooms are filled during peak sale season (jan-may). Then, empty rooms are returned to accommodation provider.
- We commit to minimize any negative social and environmental impacts as a result of our operations and expect our partners to do the same. Yugotravel holds the right to terminate this if evidence of breach of trust is found

Specific conditions

- ◆ The Supplier shall not employ children younger than 15 years of age.
- ◆ If the Supplier employs young people between the age of 14 and 18, the Supplier must treat them with particular consideration, for example by restricting their working hours.
- ◆ The Supplier 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
- ◆ The tour operator is able to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.
- ◆ “In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighboring communities it can be reason to terminate the co-operation with the accommodation.”
- ◆ Suppliers shall minimize their negative impact on the environment;
- ◆ The Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment;
- ◆ The Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment;
- ◆ The Supplier shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or

disposal;

- Waste of all types shall be reduced to the greatest extent possible by the Supplier.
- The company and its direct service providers do not promote souvenirs or food which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).

Activities & Excursions

- ♦ Yugotravel only works with excursion providers that adhere to the company's Code of Conduct.
- ♦ All excursions and activities provided on behalf of Yugotravel respect local customs, traditions, cultural integrity, and natural resources.
- ♦ Yugotravel commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- ♦ Yugotravel gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- ♦ Excursions, which include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.
- Yugotravel has clear guidelines in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.

Tour guides:

- we make sure that all our guides and partners who operate the excursions are certified or can show us that they have done the necessary trainings.

****How can you make a positive contribution while traveling?***

During your trip, you can make a positive contribution to the country you visit by, for example:

1) Booking excursions with local providers who are actively involved in protecting vulnerable nature or culture. Often, a portion of the proceeds directly benefits their projects.

2) Buying local souvenirs instead of imports from distant countries. We are happy to point out the possibilities. A jar of locally produced honey, knitwear from local ladies at the market—these types of souvenirs are preferred over exotic corals and products produced far away.

3) Staying in small-scale accommodations owned by local people, instead of in large hotels belonging to international chains. This way, the money goes directly to the local communities. Montenegro, especially the hinterlands, is definitely among the poorer half of Europe. Your money is more than welcome.

4) As you venture off the beaten path, there's a chance to encounter wildlife. Always leave them undisturbed in their

natural habitat. Remember, you are a guest in their environment.

When organizing your trip, we have naturally taken these aspects into account as much as possible.

Destinations

Sustainable destinations

- ◆ Yugotravel prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.
- ◆ Yugotravel aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- Yugotravel does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

- ◆ Yugotravel commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- ◆ Yugotravel commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

- ◆ Our customer protection is our priority. Therefore, we maintain a clear privacy policy [Reisvoorwaarden - Yugo Travel](#) to ensure:
 - Legal compliance in all regards
 - Customers and their data are protected
 - Customers know how their information is being used

****We operate fully in accordance with the new GDPR legislation. Privacy statement:****

We process personal data only for the established purposes, as outlined in our Privacy Statement, and limit ourselves to the necessary data. We ask for explicit consent where needed, ensure the security of your data, do not share information with third parties unless necessary, and respect your privacy rights. The collection of data occurs when provided by you or during the use of our services, and its use depends on the nature of the services and your preferences.

****To succinctly clarify that we comply with the GDPR privacy regulations:****

****Purpose-Limited Processing:**** We process personal data strictly for predefined purposes.

****Data Minimization:**** Only the strictly necessary personal data are processed.

****Consent:**** We request explicit consent for the processing of personal data, where required.

****Security Measures:**** We have implemented adequate technical and organizational measures to protect personal data.

****Data Transfer:**** Personal data are not provided to third parties, unless necessary for the execution of the purposes for which they were collected.

****Rights of Data Subjects:**** We acknowledge and respect the rights of data subjects under the GDPR, such as the right to access, correct, and delete their data.

These points demonstrate our commitment to complying with the GDPR and taking the privacy of our users seriously.

Marketing and communication

- YugoTravel strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain

misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease.

Sustainability communication

- ◆ Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - Activities and excursions that benefit the local communities and environmental protection
 - Alternative ways of travelling
 - Untouristic spots, entrances en destinations

Customer experience

- ◆ The company aims for all customer experiences to be positive, therefore a feedback request is sent after every trip.
- ◆ YugoTravel maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability. Communication is direct via e-mail or whatsapp.
- ◆ We are open and empower communication to us about any case of observation of child labour or sexual exploitation. Do not hesitate to contact us, even in cases of doubt

Contact / Responsible person

Ruud Peeten is responsible for the ownership and undertaking of this policy.

Melissa is responsible for the promotion and implementation of this sustainability policy within YugoTravel.

The implementation of this policy will be lead by the Sustainability Coordinator, Melissa Cehic.

Effective date

This policy is effective from November 2023.