

## **UTC Tour Operator's sustainability policy**

In our company, we are aware of our responsibilities in terms of heritage conservation and corporate social responsibility. As a responsible tourism company, UTC Tour Operator is committed to promoting sustainability by integrating environmental, social, economic, and cultural aspects into our operations. Our aim is to minimize our negative impact on the environment, support local communities, and provide a quality service to our customers.

### **We care about the environment**

Minimizing our environmental footprint: we aim to reduce CO2 emissions, save water, promote walking tours and sustainable transport on our groups' onward journeys. We try to take care of the air and the environment by regularly replacing our fleet with one that meets the highest Euro standards, promoting walking tours, and collected coach tours for individual clients, starting from a single pick-up point that guests are able to reach on foot or by public transport.

We promote tap water as drinkable in our offices, providing additional filter jugs. We minimize the use of paper when promoting and implementing our trips by using electronic versions of our information and promotional materials.

### **We care about people and places**

Employee wellbeing: We place a high value on the wellbeing of our employees, providing a safe working environment and promoting diversity and equality. We offer flexible working hours, the possibility to work remotely, and private medical care. A good working atmosphere is a priority for us, and we focus on transparency in our relationships.

Local community support: We work with local service providers and promote local attractions, contributing to the economic development of the regions our clients visit with us. We are members of local industry organizations that support local businesses.

Heritage conservation: We are committed to protecting and promoting the cultural heritage of our region. Our tours and programs are carefully planned to educate visitors about local culture, gastronomy, and history, while minimizing the negative impact on local heritage. We do not sell or promote souvenirs that are historical archaeological finds (except as permitted by law).

Promotion of sustainable tourism in schools: every year we organize a competition among schoolchildren to promote the region's interesting and sometimes undiscovered sites, as well as

to raise pupils' and parents' awareness of the cultural heritage of the place they live in every day.

### **We care about nature and animals**

We do not organize tours involving captive wild animals: Tours and attractions to view captive wild animals are not offered, except for tourist attractions properly organized in accordance with local, national, and international laws. Visits to the zoo are organized in accordance with the relevant codes of conduct.

No wildlife is used in our activities: During our tours, wild animal species are not targeted for hunting, consumption, display, sale, or trade, except for legally regulated activities that ensure their use is sustainable and in accordance with local, national, and international law.

We only sell legal souvenirs: we do not promote or collaborate with suppliers who promote or sell, souvenirs or food that contain endangered species of flora and fauna as designated by the CITES treaty and the IUCN "Red List".

### **We manage wisely**

Long-term planning: Our business strategy includes sustainability as an important element of long-term success.

Management commitment: Our management is committed to our sustainability goals and regularly monitors progress.

Engaging business partners: We collaborate with customers, business partners and local organizations to work together on sustainability.

Reporting and communication: We regularly report on our sustainability activities and progress, maintaining transparency with our customers and partners.

