

## **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 minimise our negative impact on the environment, support local communities and provide a quality service to our customers.

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

Minimising 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 minimise 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 organisations that support local businesses.

Heritage conservation: We are committed to protecting and promoting the cultural heritage of our region. Our tours and programmes are carefully planned to educate visitors about local culture, gastronomy and history, while minimising the negative impact on local heritage.

Promotion of sustainable tourism in schools: every year we organise 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 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 organisations to work together on sustainability.

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