



## SUSTAINABLE TOURISM POLICY

PerfectMeetings.hr is firmly committed to the principles of ethical tourism. Our approach to business is guided by commitments to the principles of leadership, inclusivity, transparency, integrity, stewardship and continuous improvement.

### Sustainable management and legal compliance

- All the company staff is fully engaged in the sustainability management and our mission statement is publicly communicated.
- Our attention to ethical business responsibility includes working within the law and best practice, voluntarily exceeding legal requirements in order to be innovative and demonstrate leadership on the issues that are important to us and our stakeholders.

### Internal management

- Responsible practice is carried out in our office with various measures put in place in order to reduce, re-use and recycle resources where possible.
- We minimise our electricity consumption by switching off lights, computers, etc in rooms that are not in use and at night. We also monitor thermostats and keep doors and windows closed when heating is on.
- We recycle all office paper, encourage double-side photocopying and, wherever appropriate, circulate documents by email.
- Whenever possible, we use recycled products in our office and apply waste separation.
- We encourage car sharing amongst employees as well as using public transportation system.

### Product development

- Our business faces many challenges and opportunities which directly impact on us and our stakeholders: financial solvency, accessibility, climate change, water conservation, health and safety.
- Whenever possible, our products reflect our sustainability efforts not only to protect and enhance the environment but also to improve the well-being of destination communities, as well as the quality of life for our employees, clients, event participants and suppliers.



## Supply chain management

- We believe we have the power to make a positive human impact on the diverse people we get in touch – primarily our vendors and suppliers.
- Whenever possible, we use locally owned hotels, locally owned ground agents, local guides and drivers – generally locally produced services and goods.
- We do our best to inform our suppliers of our sustainability efforts.

## Cooperation with destination

- We are committed to supporting a wide number of responsible and ethical initiatives, including environmental projects, community tourism projects and education programmes.
- We promote different kinds of community tourism projects underlining locally designed and owned ones.
- If possible, we support charities that work within the destinations.

## Customer relations

- Our responsible practices are communicated via website, emails and social networks.
- We do try to encourage our clients to be aware of the impact they have on their destinations. For each project, we provide notes on cultural sensitivities and our local personnel brief our clients in the destination.
- In addition to providing advice specific to destination, we have drawn up a Code of Ethics which we hope will benefit all our clients as well as the destinations they visit.
- We encourage feedback from the clients on our responsible practices.
- All information to our customers is provided in truth and timely manner to the best of our knowledge as received from our suppliers.