



SUSTAINABILITY POLICY

Purpose

The company is committed to follow the best practices in sustainability, like reducing carbon footprint and waste and energy, as well as the protection of the local heritage in Montenegro. The purpose of this policy is to constantly remind us on the best sustainability practices and keep the track and give us a direction for our actions.

Scope

This policy applies to all staff in Doclea Travel & Tours, to our collaborators, suppliers and partners, as well as the customers. We will communicate the policy standards to all of the mentioned parts, and keep the track of the progress through regular reviews and meetings.

Sustainability management & legal compliance

Doclea Travel & Tours 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. Doclea Travel & Tours 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.

Internal management: social policy & human rights

Our employees are our greatest asset, and we value their wellbeing and protect their rights. We commit that all employees and collaborators are paid fairly, and their work is often rewarded with additional benefits, eg. bonuses. All employees and collaborators are compensated in accordance with the law. All applicable taxes and social contributions are fully covered by us. We are strictly against any form of "grey" or "black" employment. Unfortunately, there are still cases in Montenegro where workers are not paid or employed in compliance with the law, and this is something we believe must change. We aim to set a positive example for others by operating responsibly and transparently. As Montenegro progresses toward EU membership, we hope and expect that these standards and regulations will become the norm.

General suppliers policy

Our suppliers are carefully selected and in 80% of cases, we work with locally owned companies that demonstrate high standards of conduct toward clients and strong ethical values. We prioritize suppliers who are transparent, quality-oriented, and committed to protecting the environment and respecting human resources. We do not work with companies that avoid paying taxes or operate in the "grey" or "black" economy.

Inbound partner agencies

When cooperating with inbound partner agencies, we seek non mass market tour operators or agencies that offer "slow travel" programs, as that is exactly what we are offering in Montenegro.

Transport

Our packages include a panoramic train ride from Bar to Kolašin, so we can avoid highways to offer a more scenic and environmentally friendly journey. We also organize cycling tours and have integrated ECO Tuk Tuk tours into our portfolio in partnership with Tuk Tuk Montenegro. The ECO Tuk Tuk is a carbon neutral means of transport and can even be used for transfers between cities such as Kotor and Tivat, without using cars or buses. Each vehicle can accommodate up to five passengers, making it a practical and sustainable alternative for small groups.

Accommodation

We avoid large hotel chains and prioritize locally owned properties to support the local economy. We have also implemented a homestay project in collaboration with Balabani Local Stay, where our clients can enjoy an authentic experience, staying with local hosts, tasting traditional food, and even preparing some themselves. We have our tours around the National Park Skadar Lake. The Skadar Lake area is home to a rich and diverse flora and fauna, which must be respected. Unfortunately, not everyone follows these rules, for example, picking water lilies as souvenirs is strictly prohibited. We work only with suppliers who understand the importance of preserving nature and who ensure that these rules are followed. A similar situation was several years ago with endangered pelicans. Noise from boats disturbed their habitat, and some suppliers accepted the new regulations restricting access to certain areas, while others did not. We carefully select partners who prioritize the protection of local wildlife and the preservation of natural ecosystems.

Doclea Travel & Tours has a strict rule to not work with accommodation facilities that employ children under 14 and practice forced labour.

Protection of Children and Prevention of Sexual Exploitation

The Accommodation Provider expressly commits to a zero-tolerance policy regarding any form of child abuse, sexual exploitation of children, or trafficking of minors. The Provider shall comply with all applicable international and national laws for the protection of children, including the UN Convention on the Rights of the Child.

The Provider agrees to:

- prevent and actively monitor against any form of sexual exploitation or abuse of children on its premises or through its services;
- immediately report any suspected or confirmed case to the competent law enforcement authorities;
- ensure all employees, contractors, and subcontractors are trained and aware of this policy and understand that any violation will result in immediate termination of contract.

Any breach of this clause constitutes a material breach of contract and entitles the contracting party to immediate termination without notice and without any compensation being due.

Wildlife Protection Policy

Doclea Travel & Tours is committed to ensuring that all tourism activities respect wildlife and contribute to conservation rather than exploitation. All tours and activities offered or promoted by the company must comply with responsible wildlife tourism principles.

Allowed Wildlife Practices (only under strict ethical conditions)

- Observation of wildlife in their natural habitat without disturbing, feeding, or approaching animals.
- Visits to legally registered rescue, rehabilitation, or conservation centers that do not commercially exploit animals.
- Activities that support scientific research, conservation, or educational objectives.
- Cooperation only with licensed facilities that meet national and international animal welfare standards.
- Wildlife viewing conducted at safe distances under the supervision of trained guides, following a strict no-touch and no-feed policy.

Activities Not Allowed Under Any Circumstances

- Riding, touching, hugging, bathing, feeding, or posing with wild animals.
- Animal shows or performances involving wildlife.
- Photo or selfie experiences using captive or sedated wild animals.

- Hunting, fishing, or trophy activities conducted for sport or entertainment purposes.
- Visits to fake sanctuaries or rescue centers that breed or commercially exploit animals.
- Any activity causing stress, fear, injury, or unnatural behavior in wildlife.

Doclea Travel & Tours works only with partners who actively support wildlife conservation and ensures that all offered activities comply with these principles.

Tour Leaders, Local Representatives, and Guides

At Doclea Travel & Tours, we carefully select collaborators and tour guides who respect sustainable practices and understand the importance of following these guidelines. In return, our guides receive regular updates on regulations and procedures, benefit from enhanced knowledge, and are treated with respect and paid fairly, creating a true win win partnership.

Destinations

The core of our work is introducing Montenegro, not as a popular touristic destination, but as a natural gem that is not yet discovered, through the eyes of locals. Therefore, we tend to organize our packages in the less known and less touristic places, so we can reach our goal of showing "undiscovered" Montenegro.

Contribution to local communities / local economic network

We strictly work within the Montenegrin law regulation, respecting all suppliers and coworkers included in the providing services. Almost 90 % of our suppliers are local companies, and we hire only local guides for our tours.

Environmental stewardship in destinations

Our agency commits to environmental stewardship in the destinations in which we operate by: ensuring natural resources remain intact and educating guests about the principles of responsible travel.

Customer communication and protection

Privacy

The data we collect from our travellers are used only for the purpose of booking the services in the names of our clients.

Marketing and communication

The language we use is always respectful and to honor the qualities that Montenegro has to offer. We will never promise something we can not deliver.

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, responsible shopping and illegal souvenirs

Customer experience

It is very important for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction.

Contact / Responsible person

The implementation of this policy will be lead by the Sustainability Coordinator Dijana Krkotic, who can be reached at dijana@docleatravel.com

Effective date

This policy is effective from **26.01.2026**

Revision history

This policy was revised on **26.01.2026**

This policy will be revised by **26.11.2026**