

Communication on Progress 2009

Statement of support

VIP Turizm expresses its support for [10 principles](#) of United Nations [Global Compact](#) on human rights, labour, environment and anti-corruption. Our commitment to Global Compact principles is publicly declared in our corporate profile presentation and our official website.

Since we signed Global Compact in 2007, we have been advocating the compact's principles and trying to establish a better understanding of the initiative in our country. We believe that as a Tourism and Organization company, we have chance to promote Global Compact principles among our clients and business partners.

Besides following the duties of the Global Compact agreement, in 2007, we also became a signatory of the new initiative: "Caring for Climate: A Business Leadership Platform". We started the "Global Green" campaign to fulfil our corresponding responsibilities. The campaign aims to educate the public, our clients, employees and other stakeholders about the global warming problem. The details of the campaign are presented as a case study.

Ceylan Prinçcioğlu

CEO

PRINCIPLE 1

BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

Our Commitment or Policy

VIP Tourism endorses the principles laid down in the Universal Declaration of Human Rights and regards the declaration as an essential part of the ethical foundation for our company.

A brief description of our Processes or Systems

- VIP Tourism employees are treated with dignity and given fair and just rewards for their work. We provide healthy working conditions and ensure non-discrimination in our business practices.
- VIP Tourism maintains a policy of strong commitment on health and safety issues.
- As a responsible employer VIP Tourism ensures the highest standards both in physical conditions such as lighting, heating, ventilation and air-conditioning and in safest work practices, thus promoting employee welfare and health.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- VIP Tourism employees have social security starting at their first working day within the company.
- We created a transparent and democratic working environment where all employees could express their views on any issues related with our company. We organize weekly staff meetings where employees raise their suggestions and grievances.

- VIP Tourism's grievance procedures allow staff to voice their concerns.
- Following the weekly staff meetings we circulate the meeting notes to all attendants. All decisions taken are stated in meeting notes so that we make sure that decisions are applied.

PRINCIPLE 2

BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Our Commitment or Policy

We are committed to ensure that all our activities are conducted in accordance with basic human rights standards.

A brief description of our Processes or Systems

- It is VIP Tourism's policy to provide a safe workplace for all employees. Threats, threatening language, or any other acts of aggression or violence made toward or by any VIP Tourism employee are not tolerated.
- We do not work with companies which are complicit in human rights abuses

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- We have not experienced any breaches of our human rights policy, and have no investigations going on alleged human rights abuse.

PRINCIPLE 3

BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

Our Commitment or Policy

VIP Tourism regards the freedom of association as a fundamental right for the employees. We recognize the right to collective bargaining for the employees.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

Even though we clearly recognize the right to collective bargaining, as there isn't any existing association for Tourism sector employees, we haven't experienced any collective bargaining situation yet.

PRINCIPLE 4

BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

Our Commitment or Policy

VIP Tourism upholds the elimination of all forms of forced and compulsory labour.

A brief description of our Processes or Systems

- Prior to employment, it is our policy to be transparent about the working terms and conditions.

- Staff wages are paid regularly at the end of each month and indemnities are paid in full for the ones who leave the job.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- In our employment contract we clearly stated the terms and conditions of employees' service, such as; the voluntary nature of employment, hours of work and rest, paid holidays, social security, the freedom to leave (including appropriate procedures)

PRINCIPLE 5

BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR

Our Commitment or Policy

VIP Tourism supports the effective abolition of child labour at all the levels of our business.

A brief description of our Processes or Systems

- In accordance with Turkish law, which states the legal age of employment being 18, VIP Tourism does not recruit anybody below the legal age.
- VIP Tourism supports the effective abolition of child labour.
- We do not work with any company which use child labour.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- We stated the minimum age to be recruited as a VIP Tourism employee in our corporate Handbook. According to this statement, VIP Tourism requires a candidate to be above the age of 18 in order to be recruited.
- We do not employ any child labour. Presently, employee age vary between 18-50

PRINCIPLE 6

BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

Our Commitment or Policy

VIP Tourism upholds the elimination of discrimination in respect of employment and occupation.

A brief description of our Processes or Systems

- We regard the rights of our employees as fundamental, and engage in constructive and open dialogue with them. We believe that it is important that the organization at all levels represent diversity with respect to experience, age, gender and cultural background. VIP Tourism gives its employees fair treatment. We do not accept any form of harassment or discrimination on the grounds of gender, sexual orientation, marital status, age or political opinions. Appointments, promotions, training and remuneration are therefore based on qualifications such as education, experience and performance evaluation results
- In accordance with CMS (Corporate Management Standards), qualifications, skill and experience were set as the basis for recruitment placement, training and advancement of staff at all levels.
- Employment is based on experience and qualifications of the applicants. The company is providing equal employment opportunities and has a clear and explicit policy on the issue. No

discrimination as to age, religion, nationality, gender and ethnic backgrounds are accepted or implied.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- In 2009, 31 employees were recruited at VIP Tourism.
- In 2009, 6 employees got promoted.
- In 2008 and 2009, 23.000 € (Euros) were spent on the personal development trainings of VIP employees.
- All of the trainings that VIP employees attended in 2008 and 2009 are as follows:
 - Environmental Safeguarding Essential Principles Training
 - Self-Esteem Training
 - Leadership Training
 - Innovation in the Tourism Industry
 - Inter-departmental new product sales training
- In 2008 and 2009, the personal trainings include:
 - First Aid Training – 2 employees
 - Foreign Trade Training – 1 employee
 - Human Resources Management Training – 1 employee
 - Internal Auditing Training – 2 employees
- The remuneration packages offered by the company are designed to reflect the employees' real contribution to the achievement of VIP Tourism's business objectives and to ensure that employees have competitive social status.
- We have no reported cases on discrimination of employees or potential employees.
- At VIP Tourism, we believe it is our corporate social responsibility to hire young people with no work experience from universities, and invest in their training and professional development. We had **5** interns in VIP Tourism last year.
- We carry out employee assessments once a year to harmonize goals and expectations at all levels of the organization, and we provide feedback and coaching to less experienced colleagues and to those whose performance is lagging.
- To let our employees follow the latest trends in the industry, we give them the opportunity to participate to seminars, presentations and workshops. The participants later share their knowledge to other employees.
- In VIP Tourism Handbook, we stated the necessary requirements for each position. These were printed in VIP Tourism Handbook and circulated within the company. In terms of an orientation program, each newly hired is asked to read VIP Tourism Handbook.
- To promote diversity among the employees, we use our website to make it possible for all potential employees to access us for job application. The diversity of potential employees have increased after we started to receive applications from our website. Within a month, we receive 200 job application forms on average. Each of them is assessed carefully.
- Apart from the applications in our website, following the recent job seeking patterns of candidates, we started working with the largest job search site in Turkey.
- VIP Tourism maintains an up-to-date record of recruitment, training and promotion. These records provide a transparent view of opportunities for employees and their career progression.

PRINCIPLE 7

BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

Our Commitment or Policy

VIP Tourism's ambition is to demonstrate foresight, respect and a strong sense of responsibility for the environment.

A brief description of our Processes or Systems

It is our policy to support and get involved in the projects in the field of environmental protection.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- In 2008 and 2009, monthly 800 – 1.000 Kilos, annually 1 ton? – 12 ton paper was recycled.
 - Next year, the paper saving is aimed to be increased and approximately 15 -20 ton paper recycling is targeted.
- By means of the electricity saving practices in 2008 – 2009, monthly 80 – 100 KW has been saved. This derives a total saving of monthly 100 \$, annually 12.000 \$.
 - Next year, a monthly average of 150 KW electricity saving is targeted.
- In 2008 and 2009, thanks to the water saving practices, a monthly average of 2 ton, an annual average of 24 ton water saving was obtained.
 - Next year the same water saving practices will be maintained.
- Within the company all the plastic material usage was removed.
- By means of converting %60 of printed materials into online documents, there was an average of 8 ton paper saving.
 - Next year, a conversion of % 80 of printed materials into the online documents is targeted.
 - All of the worn out batteries within the company has been delivered to TAP. All of the equipment working with standard batteries is being converted into equipment that works with rechargeable batteries.
- Water scarcity will be a big problem of Turkey in the coming years. To be proactive on the issue, we trained our employees regarding the threat.
- During the day, employees used to use a different glass each time they drink water. To save the water consumed during this process, employees were provided glasses made to their names.
- The drivers used to wash the cars with hose. They were warned to wash them with bucket and sponge.
- Another important issue is the energy consumption in the company. Besides the renewable energy sources, all kinds of energy production is damaging the environment and ecosystem. We should be using this valuable source more carefully.
- The employees were educated about possible energy saving methods. Regarding the issue;
- All computer screens are turned off before leaving work
- The laptop and cell phone charges are unplugged when they are not used
- Energy saving bulbs are being used in the office
- Dress code is business casual during summer.

PRINCIPLE 8

BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

Our Commitment or Policy

VIP Tourism contributes to the environmental protection by taking actions to promote greater environmental responsibility.

A brief description of our Processes or Systems

We demonstrate our commitment to greater environmental responsibility by creating a generic and sustainable case that can also be implemented to other companies with similar profiles.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- In 2009, special culture and green tours were developed. Within the scope of these tours, briefs were given to the guests on the issue of protection of the environment and increasing awareness, and safeguarding natural resources and the cultural heritage.
- In 2008 and 2009, with a portion of the profit gained from Incoming Visitors, each guest became the protector of one caretta caretta. The donation was granted to Natural Life Protection Association (DHKD) for the safeguarding of caretta caretas.
- Next year, by means of the grants taken from Rome, Venice, and Paris tours, the guests will have the chance to help to the children at the Eastern part of Turkey for their educational expenses.
- VIP Tourism is ASTA GREEN MEMBER.
 - ASTA believes that through our membership and staff we can “change the world” for the better. We have developed the ASTA Green Program to facilitate the understanding and use of green travel options in our industry as well as assist our members in “greening” their own operations.
 - ASTA's (American Society of Travel Agents) Green Program consists of educational and promotional resources that enable travel agents and suppliers to increase their knowledge of travel's impact on the environment and highlight to consumers their commitment to keeping travel an environmentally friendly business.
 - ASTA Green members receive a detailed report educating them on how to operate a green travel business and continuous updates throughout the year on the latest environmental knowledge for travel companies.
 - The program will also be promoted to the traveling public highlighting ASTA members' commitment to being green. This consumer element will allow travel companies to be proactive when confronting concerns about the impact of travel on the environment and position travel agents and the travel industry thought-leaders on this important subject.

PRINCIPLE 9

BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

Our Commitment or Policy

VIP Tourism encourages using environmentally friendly technologies in its business activities.

A brief description of our Processes or Systems

We encourage our staff and clients to use environmentally friendly technologies.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- Even though its not among our business field, we encourage our respective clients to use and develop environmentally friendly technologies within their business fields.
- We ensure almost %50 of the internal, % 50 of the external communication but also a considerable part of the communication with our clients through the Internet. We are taking advantage of the computer technology and minimizing the use of hardcopy.
- We are conducting a great part of the communication with our clients through e-mails.
- We encourage our clients to use softcopies rather than hardcopies for their internal and external communication
- For fax and photocopy scratch papers are being used
- We are encouraging the employees to use public transportation as much as possible
- Glass, plastic, battery and metal recycling bins are placed in the company as well as paper recycling bins

PRINCIPLE 10

BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

Our Commitment or Policy

VIP Tourism works against corruption in all its forms, including extortion and bribery. In VIP Tourism, integrity and transparency are highly emphasized principles. We are to be honest and fair in all our dealings, and we shall not allow engagement in either bribery or other types of corruption.

A brief description of our Processes or Systems

- VIP Tourism is a member of ASTA (American Society of Travel Agents). All ASTA members pledge themselves to conduct their business activities in a manner that promotes the ideal of integrity in travel and agree to act in accordance with the applicable sections of the following Principles of the ASTA Code of Ethics. Complaints arising under this Code should be filed in writing with the ASTA Consumer Affairs Department.
- We do not have interests that might compromise our role as an independent consultant.
- Trust is at the heart of the relationship between client and our company. Information that has been provided in confidence by a client and that is not publicly cannot be shared with other parties without consent of the client.
- An open society, freedom of speech and a free press create the context for the profession of public relations. VIP Tourism operates within the scope of this open society, comply with its rules, and work with clients that have the same approach.
- VIP Tourism does not knowingly mislead an audience about factual information, or about the interest a client represents. We make our best efforts to strive for accuracy.
- We may represent clients with conflicting interests. Work may not commence for a new and conflicting interest without the current client first being offered the opportunity to exercise the rights under any contract between the client and us.
- VIP Tourism may refuse or accept an assignment based on the personal opinions of the firm's management or the organization's focus.
- VIP Tourism is committed to ethical behaviour and implementation of best business practices in dealing with all audiences.
- Our policy relating to the accuracy of company records extends to financial statements, commercial documents and servicing records. Reputable auditing companies certify the integrity of our financial reports.

Actions implemented in the last year / planned for next year / Measurable Results or Outcomes

- The Code describes and reinforces conduct that is based on our core values, which we have consistently striven to implement in our daily work.

We have no reported cases on corruption or bribery and have not been under any investigation of such sort.