

VISIT GOODPLACE, D.O.O.



VISIT GOODPLACE
WORK WITH GOOD
PEOPLE

VISIT GOODPLACE, D.O.O. EMPLOYEE HANDBOOK



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INTRODUCTION

A cycling and outdoor tour operator, committed to the green direction in the travel industry, specialized in destinations that include a wealth of natural beauty, vibrant history, rich culture and the great outdoors.

At Visit GoodPlace, every employee is an important member of the team. We operate in a dynamic environment where customer relationships are often at the forefront. However, we believe that employees are our most important customers and that good relationships are the foundation for the successful operation of our company. Together we build a creative work environment in which we all feel good, co-create new successful stories and realize the company's mission.

Katja Defrančeski, CEO



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This handbook contains only general information and guidelines. It is not a binding legal contract and does not act as a contractual right to retain employment at Visit GoodPlace, d.o.o.

Visit GoodPlace, d.o.o. has the right to change this handbook by prior notice to employees.

The handbook is regularly updated.



VISIT GOODPLACE

FORMATION OF VISIT GOODPLACE

The beginnings of the company date back to 2013, when the company Soča Festival d.o.o. was established. Its key purpose and vision was the organization of Soča Outdoor Festival, an event based on sustainable principles, which would act cohesively in the environment, strongly marked by the authenticity of the Triglav National Park. In 2014 and 2015, the need to establish activities for the design of tourist products, their marketing and implementation arose, therefore, company's activities became increasingly intertwined with the activities of Institute Factory of Sustainable Tourism GoodPlace. The foundations of partnership cooperation between the GoodPlace institute and the company were established through the development of first cycling tourism products, Trans Slovenia. The Institute acted as a consultant and developer, while at that time the company Soča Festival began to prepare first concrete sales packages. The results in 2015 showed the need for a formal transformation of the company and the acquisition of all necessary licenses for the needs of performing activities of a travel agency. In 2016, with the entry of a new partner, the company was renamed as GoodPlace d.o.o. and turned its main activity (organization of events) into activities of a travel agency. The company later changed its name to Visit GoodPlace, and in 2017 and 2020, two more co-owners joined the company. In 2018, the company obtained funds for the development of innovative sustainable products, which encouraged the development of Bike Slovenia Green cycling product, through which we are developing world's first and only cycling routes that connect exclusively sustainably certified destinations. Our experts have also developed a special navigation platform, which is now one of the company's important sales products. In 2020, the company co-funded JATrail d.o.o. and became a co-owner of the events Julian Alps Trail Run and Kočevsko Outdoor Festival and Archipelago Trail Run.

COMMITMENT TO SUSTAINABLE DEVELOPMENT

Our travel agency is the holder of **B Corp Certified**. In addition, by joining the Green Scheme of Slovenian Tourism, we obtained the title of **Slovenia Green Travel Agency**.



VISION

In ten years, Visit GoodPlace will be a key integrator and incubator of knowledge for the identification, development and marketing of green tourism products, services and destinations in Slovenia and an important strategic partner of related stakeholders in Europe and beyond.

MISSION

Our mission is to create authentic and unique experiences for our guests while supporting responsible travel and nature preservation.

ACTIVE
ADVENTUROUS
HEALTHY
GREEN
LOCAL

... these are the main things that identify us as a cycling and outdoor tourism agency.

GUIDELINES FOR EMPLOYEES

GoodFit for Visit GoodPlace team

Active

Active lifestyle is a part of our DNA. This equips us with the competences to provide high quality services in an agency that is mainly engaged in sports tourism.

Team player

We are advocates of teamwork because we believe we are better and stronger together. We actively cooperate with our colleagues, take care of the good atmosphere and relationships in the team.

"Green"

As a sustainable tour operator we promote social responsibility and are committed to sustainable development.

Loyal

We are committed to our company and co-workers, we **respect the company's values** and care for its reputation.

Responsible

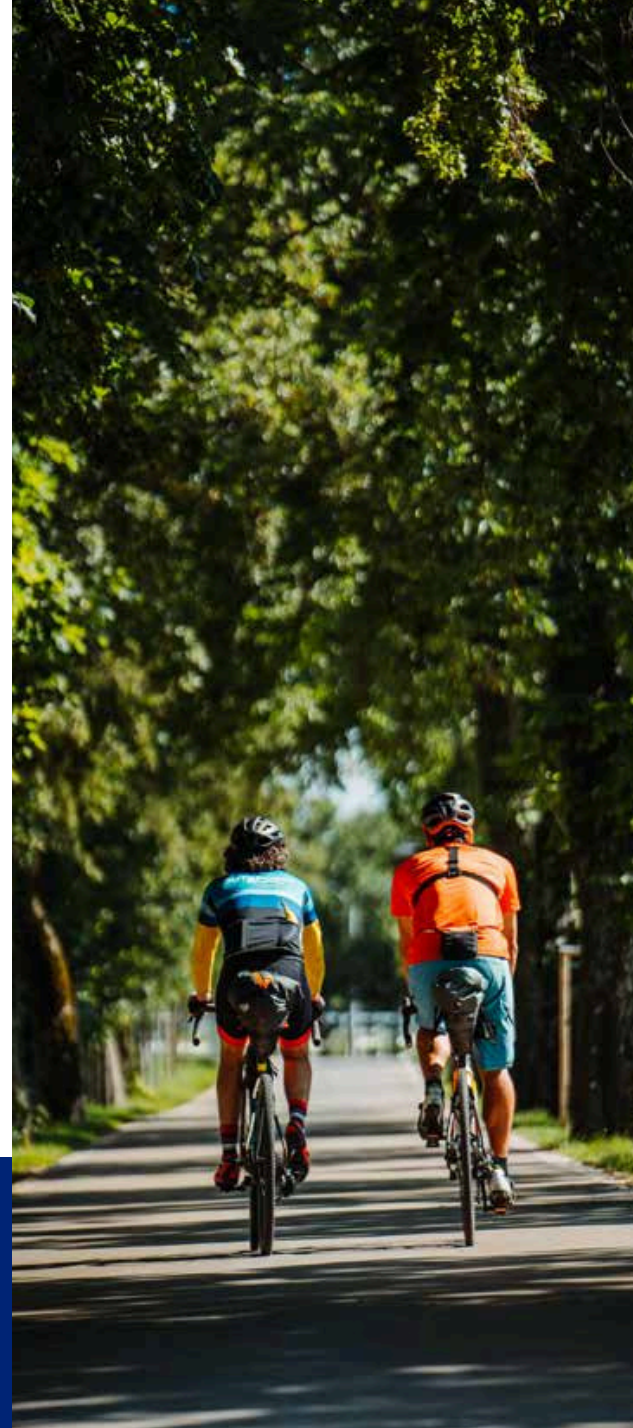
We perform our work diligently and accurately, we are **reliable** and we make sure that the work is done flawlessly.

Flexible

We are always ready to step outside the scope of our tasks and adapt **innovatively** to the circumstances.

Proactive

Through our proactivity, we embrace responsibilities and also actively contribute to the improvement of work processes and the quality of products and services we offer.



"Blue proof"

We share our office with Blue, who takes care of employee satisfaction.

Blue believes that satisfied employees are better employees, so she always makes sure there is a good atmosphere in the office.





We create a pleasant environment for our employees.

Employment details are determined in the employment contract:



PAYMENT

Employees receive a monthly salary as agreed, reimbursement of work-related expenses (transport, meals) and other remuneration (recourse, bonus based on years of employment).

WORK ENVIRONMENT AND WORKING TIME

We like to work together in the office, but every employee has the opportunity to work from home. Due to the nature of work, we spend part of our working time in the field, with business partners and elsewhere. Employees are responsible for scheduling their work, place and monitoring their working hours. Working hours: 40 hours per week - evenly distributed over 5 working days

of 8 hours per day (Monday to Friday). Break is included in working hours.

Sometimes there is a need to do work overtime. Employee is notified with a written notice and can work a maximum of 8 overtime hours per week or 20 hours per month / 170 hours per year. Overtime is paid at a rate equal to the calculated normal working hours, increased by 15%.

INSURANCE

Based on the employment contract, employees are included in compulsory pension, disability, health and unemployment insurance.

ANNUAL LEAVE

The decision on the length of annual leave is issued at the beginning of the business year. The employee is entitled to annual leave for the duration in accordance with the regulations set out in the Collective Agreement for Hospitality and Tourism.

Our employees are encouraged to take part in trainings and enrich their knowledge.

We set goals and strategies for the future together.



EDUCATION & TRAINING

We offer employees the opportunity and encourage them to participate in workshops and trainings related to their career and personal development. In the case of paid trainings, we cover the costs of their registration fees.



PERFORMANCE & FEEDBACK

We conduct annual interviews with employees, at which we review the achievement of set goals from the previous period, certain performance indicators and define goals for the future, based on the company's goals, planned projects and employee's wishes. We encourage employees to cooperate, give opinions and ideas. In addition to evaluating the work performance of employees, employees also have the opportunity to evaluate their superiors.



PARTNER OWNERSHIP OPPORTUNITIES

If the employee is interested in becoming a co-owner of the company, the owners consider the possibilities, assess the suitability and decide whether to invite the interested employee to become a partner.

COMPANY POLICIES



SUSTAINABILITY POLICY, VISIT GOODPLACE, D.O.O.

Our mission is to create authentic and unique experiences for our guests, while supporting responsible travel and nature conservation. With our sustainable policy, we want to reduce the negative effects on the natural and social environment and increase the benefits for local companies and support them in sustainable management.

CODE OF BUSINESS, VISIT GOODPLACE, D.O.O.

As a tourist agency that implements its programs in the natural environment, we follow the guidelines of sustainable and responsible tourism in our activities. We have developed a code of business conduct that defines our activities and cooperation with other relevant stakeholders.

HR POLICY

At Visit GoodPlace, respect for human rights is a fundamental principle that guides our organizational culture, governance, and human resources practices.

Our approach is aligned with Slovenian legislation (ZDR-1) and Collective Agreement for Hospitality and Tourism including internationally recognized standards the UN Guiding Principles on Business and Human Rights. We recognize our responsibility to respect human rights and to ensure that our activities and partnerships do not cause or contribute to adverse human rights impacts.

These principles are integrated into our Human Resources policy and organizational practices. We are committed to:

- ensuring fair, safe, and respectful working conditions for all employees and collaborators
- promoting equality, diversity, and inclusion in recruitment, employment, and professional development
- preventing discrimination, harassment, and any form of exploitation
- supporting transparent and fair employment practices, education and trainings including equal opportunities and respect for workers' rights
- fostering an organizational culture based on dignity, respect, and accountability

We regularly pay contributions for pension, disability, health and unemployment insurance for our employees. We strive to employ the local population. In the employment process, we do not allow discrimination based on gender, age, sexual orientation, race, religious beliefs, culture or illness. We protect vulnerable groups from exploitation and all forms of abuse.

Management is always available to employees in case of dissatisfaction and complaints.

We give constructive feedback to our employees at annual interviews.

We strive to discuss sustainability measures in regular meetings at least once a year, thus increasing employees' awareness of sustainability. We include employees in the regular activities of the Slovenia Green Association and other associations of which we are members.

We have in place all the necessary measures for health and safety at work.

We regularly send employees to mandatory medical examinations.

We use the personal data of employees only for the needs of the company's personnel records.

Through our HR policies, internal procedures, and leadership practices, we strive to create a working environment where all individuals feel respected, valued, and empowered to contribute.

We are committed to continuously reviewing and improving our policies and practices to ensure alignment with international human rights standards and to promote responsible and ethical conduct in all areas of our work.

PERFORMANCE EVALUATION AND REMUNERATION POLICY

We conduct annual interviews with our employees, at which we review the achievement of set goals from the previous period and define goals for the future period, based on the company's goals, planned projects and the wishes of employees. **When evaluating work performance, rewarding and promoting employees, we pursue the following criteria :**

1. Regular, 2%-3% salary increase annually.
2. Supplement for continuity with the same employer: 0,5% per month, 8,75 EUR per month or 105 EUR per year (gross), for each completed year.

Year 1	Monthly (payroll)	Annually (self employed)
Year 2	/	/
Year 3	9,5	114
Year 4	19	228
Year 5	28,50	342
Year 6	38	456
Year 7	47,50	570
...	57	684



3. Rewards

Monetary rewards:

Incentive rewards based on achievement of goals / criteria. One-time rewards that are not planned in advance, creating added value for the company, extra budgets, participation in a study tour (guide day subsidy), a reward for sacrifice and extra work (overtime, standby, weekend, holidays, ...).

Project managers receive financial incentives linked to the financial performance of the project they lead.

Other rewards:

Increase of competencies: participation in professional consultations, symposiums and conferences, referral to additional education, advanced training, training in another job in order to acquire new skills, knowledge.

Participation in important events (fairs, sports events)

Days off for successfully actively involved employees. Workers actively involved in different activities get an extra day of.

Practical prizes (sportswear, watch, camera, pen, purchase of a personal computer for personal use, purchase of a printer for personal use).

Birthday gifts.

Rewards for relaxation (massages, visiting the wellness center, etc.).

Providing the individual with the possibility of flexible working hours (where possible).

Tickets for social events (world cup events, championships, cultural performances).



GOOD RELATIONS POLICY

Employees are our most important resource. Good relationships are the foundation for the successful operation of our company. We strive to create and maintain a work environment in which people are treated with dignity and respect. We promote mutual trust among employees, we do not allow any discrimination or harassment.

EMPLOYEE SATISFACTION AND ENGAGEMENT MONITORING AND EVALUATION POLICY

Objectives are written in employee satisfaction and engagement and evaluation policy

The objective of this policy is to ensure a positive working environment by regularly measuring employee satisfaction, identifying opportunities for improvement, and encouraging their participation in shaping the company culture.

Responsibility:

The employee is obliged to fulfill contractual and other obligations arising from the employment relationship. The employee is responsible for any violations. In case of violations, the supervisor and the director notify the employee with a written explanation and arrange a meeting with the employee. The choice of disciplinary sanction shall take into account the degree of guilt, the subjective and objective circumstances in which the violation was committed, and the individual characteristics of the employee. Sanctions include a warning, a fine or the withdrawal of bonuses. Articles 30 and 31 of the Collective Agreement for Hospitality and Tourism are taken into account in the proceedings.

Harassment and discrimination:

We prohibit any harassment, any verbal or physical conduct aimed at threatening, intimidating or coercing an employee, co-worker or any person working for or on behalf of the company. We prohibit any discrimination in the provision of employment opportunities, benefits or privileges if the basis of discriminatory treatment is race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity or marital status. In case of violations, the employee must file a complaint as soon as possible after the incident, preferably in writing. The employee addresses the complaint to the director, who assesses whether there are reasonable grounds for believing that there has been harassment in the workplace. The director convenes a meeting with those involved and potential witnesses to determine whether the alleged conduct occurred. If breaches are found, the director shall determine the appropriate disciplinary action. Appropriate action will depend on the following factors: severity, frequency and prevalence of behavior; the applicant's prior appeals; preliminary appeals against the defendant; and the quality of the evidence (e.g. first-hand knowledge, credible confirmation). The director discusses the decision with those involved and informs them of the findings and decisions.

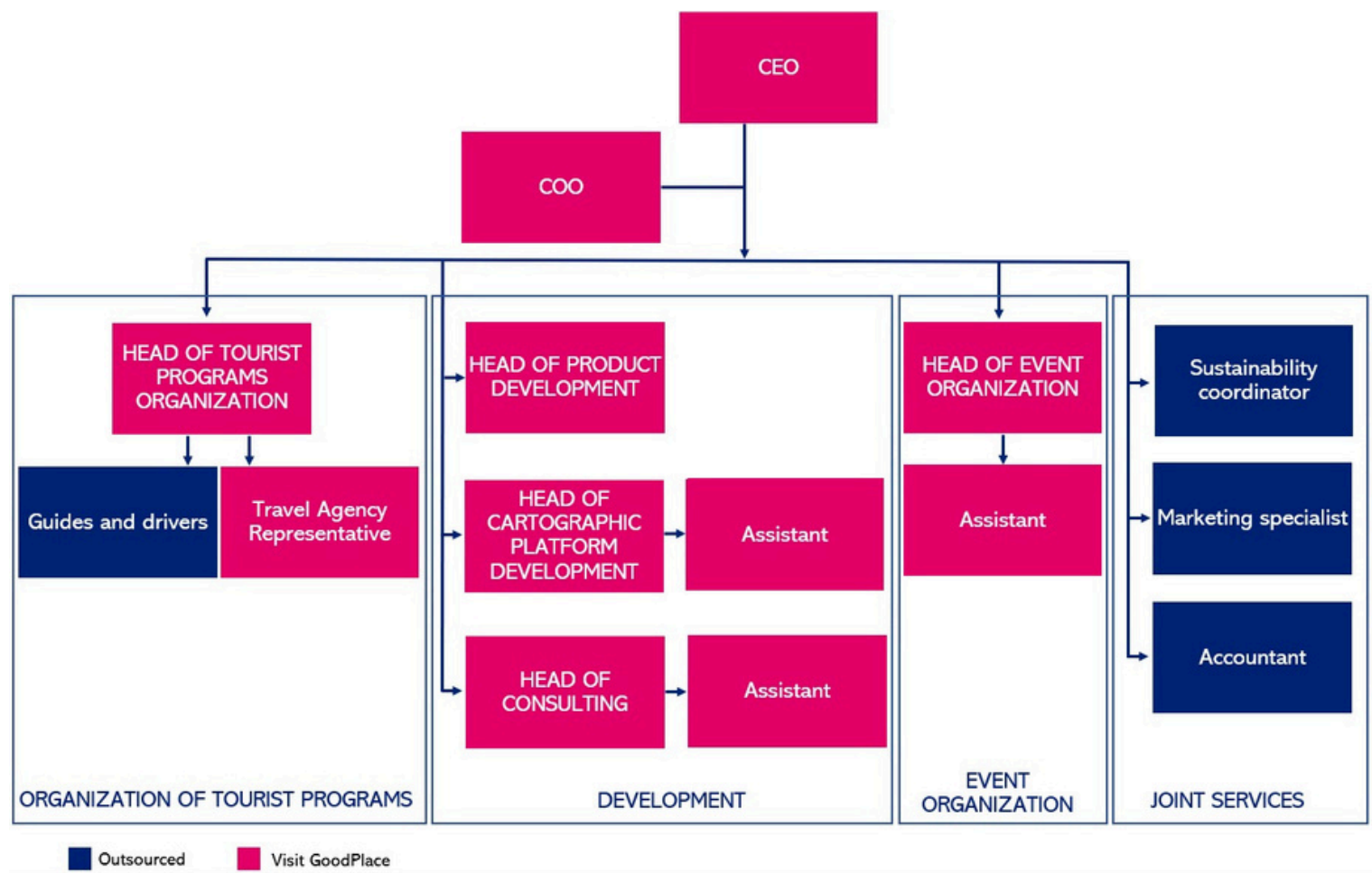
Grievance monitoring:

Visit GoodPlace is committed to maintaining ethical, transparent, fair, and responsible operations. The grievance mechanism is intended to provide employees, suppliers, contractors, partners, local communities, clients, and other stakeholders with a clear and accessible process for raising concerns.

ORGANIZATIONAL STRUCTURE

The activities of Visit GoodPlace include:

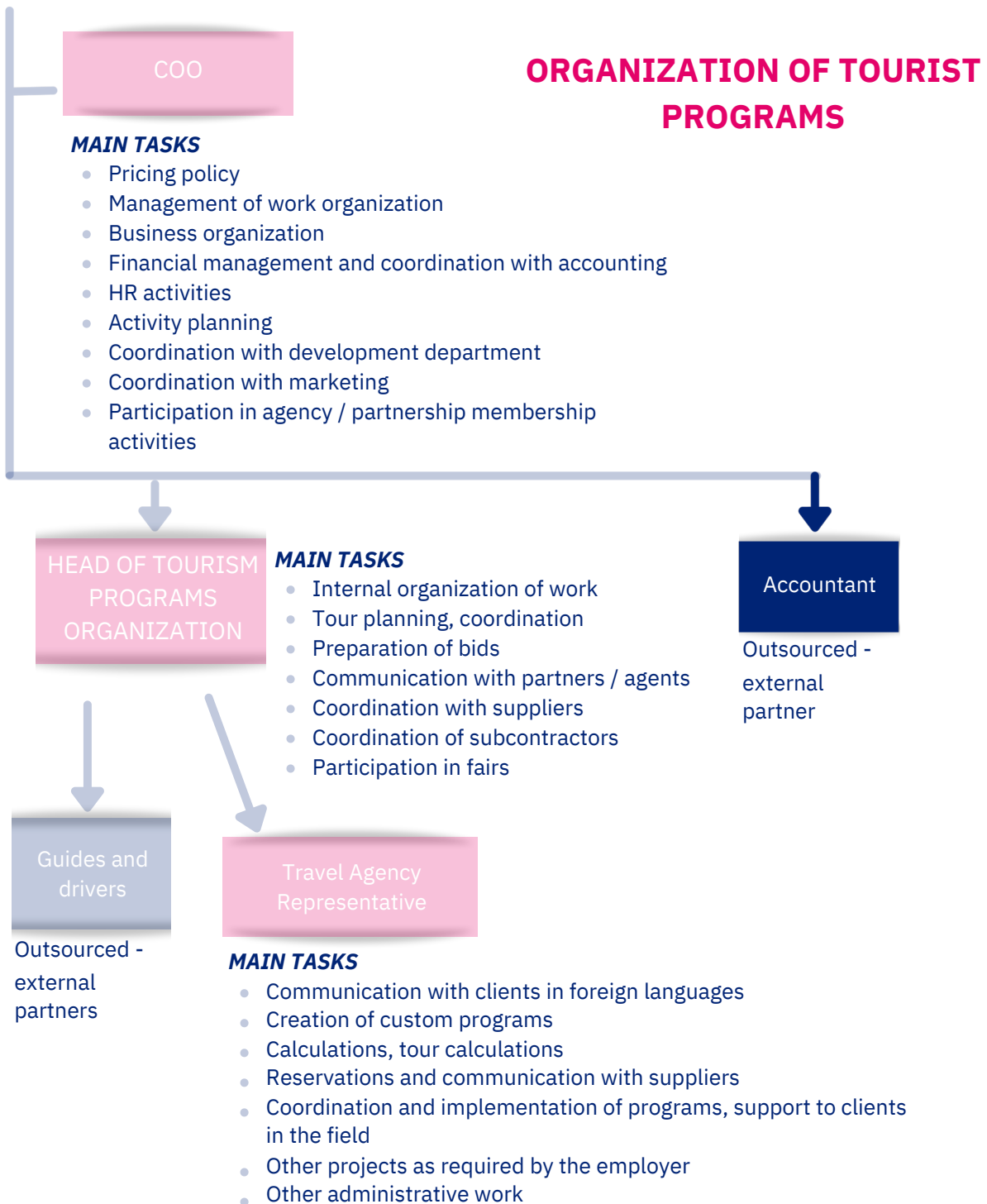
- organization of tourist programs
- development of tourist products and cartographic platform and consulting
- organization of events



CEO

MAIN TASKS

- Coordination of all pillars of the company (organization of tourist programs, development, organization of events) and support services
- Basic knowledge of all company processes
- Decision making in the formation of the company's pricing policy
- Search for new business opportunities, projects
- Sales and marketing decision making
- Staffing in the company in cooperation with the heads of individual departments



CEO

DEVELOPMENT

HEAD OF
CARTOGRAPHIC
PLATFORM
DEVELOPMENT

MAIN TASKS

- Project management, communication with the client
- Presentations and acquisition of new projects
- Development of new functionalities, communication and cooperation with the programming / development department
- Field data research, capture and processing
- Updating and editing the cartographic database
- Technical organization of the tour:
 - preparation of navigation packages
 - creation of custom GPS tracks
 - preparation of technical data
 - technical support to customers on the field
- Designing and editing of cartographic platform content

Assistant

MAIN TASKS

- Support for research, capturing and processing of field data
- Editing a cartographic database
- Support for the technical organization of the tour:
 - preparation of navigation packages
 - creation of custom GPS tracks
 - preparation of technical data - technical support to
- customers on the field Support for the design and editing of cartographic platform content
- Cooperation in the development

HEAD OF
PRODUCT
DEVELOPMENT

MAIN TASKS

- Finding new, potentially successful products
- Identifying key people who will be involved in development (cartography, storytelling, pricing, service chain identification, marketing)
- Managing product development and pricing policy in collaboration with the COO
- Search for sales and marketing channels
- Participation in product sales and marketing
- Development cost management

HEAD OF
CONSULTING

MAIN TASKS

- Acquisition of new projects
- Project management and communication with the client
- Project group formation and management
- Financial management and responsibility for the financial success of the project
- Management of project documentation, reports and followup projects

Assistant

MAIN TASKS

- Implementation of activities according to the instructions of the project manager
- Independent management of individual parts of the project
- Managing project administration
- Cooperation with project group members





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Version	Date	Summary of Change	Editor
0.1	31.12.2024	NA	Sara Mavrič
1.0	15.09.2025	HR Policy, Logo Travel life deleted	Maja Oblak