

Sustainability Action Plan

Action Plan

GO VACATION SPAIN SLU

Introduction

We devise a sustainability action plan to help our business operate more sustainably. This is our strategy for reaching targets and achieving environmental, financial, and societal sustainability. We work hand in hand with our employees and suppliers to help meet our goals.

Overview

Action plan period: 29-06-2021 to 04-08-2024

Status overview: 27-04-2023

Criteria involved: 40

Criteria with all tasks completed: 14



Tasks involved: 72

Tasks completed: 42



Sustainability coordinator: Cindy Böckmann

Staff members involved: JULIA SCHUMANN, Anke Kremmling, Thomas Fabian, Maria Sampedro, Maria Polo,

Staff hours planned: 234

Financial resources planned: 50000 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Engagement of company

Responsible **Start / End** **EUR** **Hours**

1.1 Sustainability coordinator

A. Sustainability Coordinator Recruitment ✓

Cindy Boeckmann, Management Assistant and Crisis Coordination in Spain is appointed sustainability coordinator for both GVS and DTServ. on Friday 27th of November 2020, which is also formerly communicated via email.

Cindy Böckmann; 19-08-2021 / 19-08-2021 0 0

1.2 Mission statement

A. Publish Mission Statement on www.dtservices.travel.com ✓

We are currently relaunching our DTS website, as well as, coordinating a synchronized agenda with all the Destination featured. The deep link will be published as soon as the website launches.

Cindy Böckmann; 08-10-2021 / JULIA SCHUMANN; 0 0

1.3 Trained sustainability coordinator/team

A. Implementation of DMC "Green Team"

To cover specific requirements according to departments, and escalate actions,

Cindy Böckmann; 30-03-2023 / 30-04-2023 0 0

implement monthly follow up meetings, etc.

Social cooperation

1.4 Collaboration

<p>A. TRAVEL4IMPACT NETWORK ENROLLMENT 2022 ✓ https://corporate.amadeus.com/en/sustainability/social-responsibility/travel4impact-network</p>	Cindy Böckmann;	/ 31-07-2022	0	0
<p>B. Social Cooperation ✓ We are currently in contact in regards to social Cooperations with Pilar Pujol Colom from AVIBA (Agrupación Empresarial de Agencias de Viajes en Baleares) and also reaching out to other sources in order to get information whether there already exist Groups, Associations, Events etc. which we can form part of. Also, since this is only concerning Balearic Islands, I am reaching out to other colleagues nationally in order to get more intel in our specific Destinations.</p>	Cindy Böckmann;	05-08-2021 / 04-10-2023	0	30
<p>C. Reaching out: Collaboration ✓ Making contact, networking and consulting with others in order to find different collaborational platforms, as in PMI: sostenibleXXI.es; xarxahotelessostenibles.es etc.</p>	Cindy Böckmann; Anke Kremmling; Thomas Fabian;	23-08-2021 / 31-12-2021	0	30
<p>D. WEBINAR: Business and climate change: how to manage risks and opportunities', by Ángela Cámara ✓ Forwarded an invite from the Canary Tousim Council to a Webinar conducted by Ángela Cámara and organized by the Government of Canary Islands, which</p>	Cindy Böckmann;	29-10-2021 / 29-10-2021	0	3

will be hold on Friday 29 October, from 9.30 am to 11.45 am. The central presentation will be given by Ángela Cámara, head of environment and equality at the United Nations Global Compact Spain, and will be entitled 'The private sector in the face of SDG 13, how to align your strategy with the climate challenge'. The session is part of the awareness-raising and training activities on the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs). The plan includes a series of online seminars focused on the business sector and which, under the generic title 'Agenda 2030 and Business', have been developed since last March in collaboration with the United Nations Global Compact Spain. The meeting will end with the participation of two Canary Islands companies that will share with all attendees their experience in incorporating the 2030 Agenda and the SDGs in their business strategy, with special reference to SDG 13. https://www3.gobiernodecanarias.org/cpji/gestionconocimiento/_recursos/infografias/617259fb5ac7850dd6f7c7e/genially.html

E. Travel4Impact Network- Application Form ✓

We have been denied participation in this year's Travel4Impact initiative.

Cindy Böckmann; 04-08-2022 / 08-10-2022 0 0

F. Participation in "Healthy SME" awards 2023 ✓

The Palma offices send in participation in this year's "Healthy SME" Awards. Unfortunately we did not win this year: <https://www.caeb.es/caeb-y-sanitas-distintu-guen-a-la-clinica-vila-parc-y-la-agencia-de-publicidad-metro-markets-palma-en-la-iii-edicion-de-los-premios-pyme-saludable/>

Cindy Böckmann; 23-02-2023 / 24-03-2023 0 0

1.5 Exchange of experiences

Cindy Böckmann; 05-08-2021 / 0 0

A. Social Cooperation ✓

04-10-2023

We are currently in contact in regards to social Cooperations with Pilar Pujol Colom from AVIBA (Agrupación Empresarial de Agencias de Viajes en Baleares) and also reaching out to other sources in order to get information whether there already exist Groups, Associations, Events etc. which we can form part of. Also, since this is only concerning Balearic Islands, I am reaching out to other colleagues nationally in order to get more intel in our specific Destinations.

B. Exchange of experiences ✓

Cindy Böckmann; 27-08-2021 / 31-01-2022 0 15

the Destination Touristic Services website will relaunch soon with an easy to browse around and an extra tab under the label of Spain only dedicated to Sustainability. News, Plans, Policies, Activities etc. will be posted at convenience. The annual Destination Management Week will include a section (halfday) in regards to sustainability in form of meetings, seminars or workshops.

C. Meeting with Debora Morisson from Fundación Palma Aquarium ✓

Cindy Böckmann; 19-10-2021 / 20-10-2021 0 2

Debora requests a meeting date to see what synergies we could have. She would also like to show the work Fundación Palma Aquarium does in sea turtle rescue and recovery, as well as the shark conservation project.


<https://palmaaquarium.com/en/conservation/palma-aquarium-foundation/>

D. GROUP LUNCH BREAK - SUSTAINABILITY & DER TOURISTIK FOUNDATION ✓

Cindy Böckmann; 25-10-2021 / 02-11-2021 0 2



Uli Braun (Director Corporate Responsibility and DER Touristik Foundation) has scheduled a Zoom meeting which will provide insights into DER's sustainability agenda, strategic initiatives and how sustainability is implemented within the DER Touristik Group. Also, the charitable commitment of DER


Touristik Foundation will be presented and the projects realized worldwide with partners. The meeting is scheduled for 04.11.21 at 12PM CET and has been cascaded through all Go Vacation Spain and Der Touristik Service's employees.

E. Meeting with Debora Morisson from Fundación Palma Aquarium (update)  Cindy Böckmann; 25-10-2021 / 0 1

Debora will provide us with an email which summarizes all the ideas and opinions mentioned during the meeting.

1.6 Donations

A. Identify initiatives to support either financially, in-kind or both   Cindy Böckmann; 11-08-2021 / 0 80
 Research and provide examples for nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. which could be supported by GVS by financial or in-kind contributions (e.g. volunteering).
 14-08-2024

B. Selection of a suitable Cause  Cindy Böckmann; 27-08-2021 / 0 40
 After inquiring our company colleagues we discovered they were already engaged in the following: - Local flock of cats - control, sterilization, stabilization (PMI) - (PMI) - (PMI) - (PMI) - www.travelwithoutplastic.com. (LPA) - https://hsjdlaspalmas.sjd.es/ (LPA) - www.pequevaliente.com (LPA)
 28-12-2022

C. Meeting with Fundació Palma Aquarium  Cindy Böckmann; 20-10-2021 / 0 0
<https://palmaaquarium.com/en/conservation/palma-aquarium-foundation/>
 20-10-2021

D. Initiative Research by Excursion & Activities Spain Product Manager Maria Sampedro; 21-11-2022 / 0 0
 Our Excursion & Activities Spain Product Manager Maria Sampedro is

currently engaged in analyzing how to engage in donations, support to nature protection etc.

E. Donations procedure at DMC-level

Maria Sampedro; 03-04-2023 / 0 0

We are studying the possibility of adding to the excursions we offer actions that contribute to sustainability and ecology. Some of our ideas would be: A voluntary contribution of small amounts of money from the client when purchasing an excursion (similar to the contributions that can be made by the client when purchasing an excursion); Planting seeds or small plants during an excursion; The allocation by our company of a percentage of the profits; Visits (commercial or not) in support of certain causes or companies. The destination of the economic contributions could be local causes, where only the amount collected in each destination is used, or a single general cause, which would use all the combined proceeds.

Baseline assessment

1.7 Overview partners/suppliers

A. Cascade New Contract Templates ✓

Cindy Böckmann; 04-10-2021 / 31-12-2021 0 0

B. Create Sustainability Clause ✓

A sustainability Clause will be created, approved and added to our contract templates.

Cindy Böckmann; 04-10-2021 / 31-12-2021 0 0

C. Request Sustainability Status ✓

By sending an email to clients and providers, we start to create a internal database.

Cindy Böckmann; 04-10-2021 / 31-10-2021 0 0

<p>D. Including Sustainability Tab in operational systems</p> <p>Promoting the idea to include a sustainability tab in operational systems such as CORE/STS/ATCOM which are used at the DER Touristik Group level, to facilitate supplier/partner certification audits in order to automatize and cascade the audit workload.</p>	Cindy Böckmann;	29-12-2022 /	0	0
<p>E. Implement overview process for partners and suppliers (Hotel) by Go Vacation Spain (3rd Party) purchasing</p> <p>Implementation of a system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	Cindy Böckmann;	03-04-2023 /	0	0

Policy

1.9 Sustainability policy

<p>A. Revise and review policy to enclose by March 2023 ✓</p> <p>After the coach's first assessment and revision of all requirements, a new draft with all the changes required is in process.</p>	Cindy Böckmann;	ongoing	0	0
<p>B. Establish final version in order to finish planning&reporting and prepare for first audit to become Partner ✓</p>	Cindy Böckmann;	23-11-2022 / 30-11-2022	0	0

1.10 Communication

<p>A. Cascades to Managing Director of DTS-CH for approval and support ✓</p> <p>The representatives and guides of our Group are managed by a separate entity based in Switzerland, DTS-CH. We host them in our local facilities and they</p>	Cindy Böckmann;	19-10-2021 / 29-10-2021	0	0
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comply with local H&R conditions, however, direct orders are not issued from every Destination Management but the Managing Directors which are present at every Destination, acting in the name of DTS-CH. This sometimes creates discrepancies with office internal managements such as, printing. By forwarding our Sustainable Policy to the Managing Director of DTS-CH, we ensure liability.

<p>B. Policy is revised by Destination Managers ✓ In our weekly Destination Manager Meeting, the new Sustainable Policy has been attached for revision.</p>	Cindy Böckmann;	19-10-2021 / 28-10-2021	0	0
<p>C. Website launch and upload of documents ✓ New interface of our DMC website has been launched. Waiting for final approval from head office and possible instructions from our Travelife trainer to upload a final version of our Action Plan and Sustainability Policy</p>	Cindy Böckmann;	23-11-2022 / 30-11-2022	0	0

External reporting and communication

1.16 Public reporting

<p>A. Add Travelife's widget Travelife developed a «widget» that gives suppliers and customers direct access to reporting sections, which will show up as «pop-ups» on our website.</p>	Cindy Böckmann; JULIA SCHUMANN;	ongoing	0	0
<p>B. Coordinate with Sustainability Coordinators the website's relaunch ✓ The Destination Touristic Services website does not only manage Spain, but many other Destinations which means that public reporting depends on the availability of the Sustainability Coordinators from: AUSTRIA GERMANY ITALY SLOVENIA SWITZERLAND BULGARIA CROATIA CYPRUS DOMINICAN REPUBLIC EGYPT GREECE SPAIN TUNISIA TURKEY</p>	JULIA SCHUMANN; Cindy Böckmann;	ongoing	0	0

UNITED ARAB EMIRATES

C. Uploaded annexes/documents that are not accessible with the Travelife widget. ✓	Cindy Böckmann; JULIA SCHUMANN;	ongoing	0	0
D. Publishment of minor sustainability milestones on the Newsfeed Tab A newsfeed tab is to be added at https://dtservices.travel/ Every employee will be able to communicate with the responsible person (Julia Schumann) to provide any news, accomplishment, or plan to achieve in the future.	Cindy Böckmann; Maria Sampedro; Maria Polo; Anke Kremmling; Thomas Fabian;	09-02-2023 / 31-07-2023	0	0

2. Internal management: social policy & human rights

Social policy and human rights

2.19 Measuring employee satisfaction

A. Elaborate Survey Template for Employee Satisfaction ✓	Cindy Böckmann;	30-09-2021 /	0	0
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3. Internal management: environment and community relations

Procurement

3.2 Sustainable purchasing

A. Implement sustainable purchasing Implement purchasing policy, which favors sustainable suppliers and products, whenever these are available and of sufficient quality.	Cindy Böckmann;	30-09-2021 /	0	0
B. Enclose sustainability policy draft and recollect signature to annexes of all office managers	Cindy Böckmann;	12-04-2023 / 15-03-2023	0	0

Distribution and recollection of signatures of all Destination Office Managers for the Annexes III, IV, and V of our Sustainability Policy.

3.3 Office paper: type

A. Recycled (brown/grey) paper use Decide whether it is possible for some or all departments to use recycled paper.	Cindy Böckmann;	25-11-2021 / 28-02-2022	0	0
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Paper (promotional materials)

3.9 Efficient brochure use

A. E-Business Cards DER Group will try to unify a electronic business card template. ANswer from Isabel Moos, in charge of the Merchandise department in Cologne confirms the following: Bisher gibt es keine digitalen Visitenkarten in diesem Unternehmen – was sich aber insbesondere aus Kosten- und Nachhaltigkeitsgründen ändern soll, zumindest wenn es nach uns geht. Wir haben das Thema entsprechend adressiert und melden uns wieder, sobald eine Rückmeldung vorliegt. Da wir über eine Veränderung für die gesamte DER Touristik Group sprechen, wird dies ein wenig Zeit in Anspruch nehmen.	Cindy Böckmann;	11-03-2022 / 31-03-2023	0	0
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Energy

3.14 Energy efficient lighting

A. Efficient energy project: request for installation of LED's ✓ Requested review of cost estimation since we found more competitive solutions.	Cindy Böckmann;	10-11-2021 / 31-12-2021	25000	1
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<p>B. Efficient energy project: request for installation of LED's ✓ Got into contact with Atic. Atic specializes in LED installations. They provided us with an energy audit and an estimation of costs for the installation (at first only head office - Destinations will follow after successful negotiations).</p>	Cindy Böckmann;	10-11-2021 / 30-11-2021	25000	3
<p>C. Restart of energy efficient lightning topic After all office management issues have been dealt with, we will pick up where we left the topic of LEDs in our offices where feasible.</p>	Cindy Böckmann;	03-07-2023 /	0	0

3.16 Light “switch-off” policy


<p>A. To raise awareness: - Put tags or signage next to the equipment you wish to have switched off; - Organise a meeting to instruct your employees about energy-saving methods including switching off equipment; - Remind staff of the policy on a regular basis (via the intranet or other means); be sure this information is included during onboarding.</p>	Cindy Böckmann;	08-03-2023 / 31-12-2023	0	0
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Water

3.19 Water reduction policy


<p>A. Point 3: Internal Management - Revision by Destinations ✓ In our weekly Destination Manager meeting, I have forwarded the requirements for internal management in an Excel sheet and Destination Managers had to answer and fill out which requirements are already applying, which ones will be in ongoing process, and if any, are not debatable due to circumstances the company can't control. Deadline was October 28th. All 6 Destinations handed in</p>	Cindy Böckmann;	/ 29-10-2021	0	12
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their sheets. You can find their answers bundled in each section. Process started on 07.10.and ended on 29.10.21

<p>B. Internal Management - Requirement appliance </p> <p>Destination offices' deadline is set to implement all compulsory requirements and as much of the non-compulsory by head office.</p>	<p>Cindy Böckmann; / 28-02-2022</p>	<p>0 0</p>
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Waste management

3.22 Waste legislation

<p>A. 3: Internal Management - Revision by Destinations </p> <p>In our weekly Destination Manager meeting, I have forwarded the requirements for internal management in an Excel sheet and Destination Managers had to answer and fill out which requirements are already applying, which ones will be in ongoing process, and if any, are not debatable due to circumstances the company can't control. Deadline was October 28th. All 6 Destinations handed in their sheets. You can find their answers bundled in each section. Process started on 07.10.and ended on 29.10.21</p>	<p>Cindy Böckmann; / 29-10-2021</p>	<p>0 12</p>
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<p>B. Internal Management - Requirement appliance </p> <p>Destination offices' deadline is set to implement all compulsory requirements and as much of the non-compulsory by head office.</p>	<p>Cindy Böckmann; / 28-02-2022</p>	<p>0 0</p>
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3.23 Waste reduction

<p>A. Publishment of Sustainability Policy and annexes</p> <p>In order to communicate all our actions, goals, and to-dos, as well as responsibilities, I hope to be able to get the complete Sustainability Policy</p>	<p>Cindy Böckmann; 08-03-2023 / 31-12-2023</p>	<p>0 0</p>
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approved for distribution.

Reducing pollution

3.30 Pollution reduction policy

A. Contact contracted cleaning companies ✓

We will contact our locally contracted cleaning companies in order to verify that no hazardous chemicals are used.

Cindy Böckmann; 01-10-2021 / 31-12-2021 0 0

Mobility

3.33 Business travel carbon offset

A. MANAGEMENT MEETING IN REGARDS OF BUSINESS FLIGHT
CARBON OFFSET ✓

Management will proceed to engage employees to offset business flight carbon emissions.

Cindy Böckmann; 10-02-2022 / 14-02-2022 0 1

Sustainability training and awareness raising

3.36 Staff environmental training and information

A. IT REFRESHMENT AND UPDATE MEETINGS ✓
DURING DECEMBER 1ST, 2ND AND 3RD, ALL EMPLOYEES ARE INVITED TO A 20MIN TRAINING/INFO MEETING IN REGARD TO THE NEW IT SOLUTIONS IMPLEMENTED TO ASSURE THAT INTERNAL MANAGEMENT: ENVIRONMENT AND COMMUNITY RELATIONS BULLET 3.11 TO 3.17 ARE APPLIED SUCCESSFULLY. MEETING IS

Cindy Böckmann; 01-12-2021 / 03-12-2021 0 2

RECORDED VIA TEAMS AND WILL BE ACCESSABLE VIA IRANGE
HMR TO REWATCH

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

Accommodations

6.2 Accommodation communication

A. Relaunch of websites with the new brand image ✓

Waiting for further instructions and the green light regarding the relaunch of all official communication channels.

Cindy Böckmann; 10-03-2022 / 01-03-2023 0 0

6.7 Incentives

A. Explore options to maybe centralize incentives through the whole DMC, not just for Spain ✓
Sent email to Lisa Jansen and Julia Schumann to explore possibilities and maybe meet with contracting department to brainstorm initiatives.

Cindy Böckmann; 09-08-2022 / 01-12-2022 0 0

B. Creation of common incentive program for partners
Coordination with Lisa Jansen (Organisation DMC's), Christian Byczek (Corporate Responsibility) and Joe Seip (Contracting) in order to create a specific incentive programm for DER and all DMC's.

Cindy Böckmann; 10-08-2022 / 10-08-2023 0 0

7. Activities

7.3 Suppliers communication

A. Suppliers communication	Cindy Böckmann;	23-08-2022 / 23-08-2023	0	0
Send all the relevant documentation/information to suppliers after the approval of the whole sustainable policy and the rebranding of the website has concluded				

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.3 Qualification and training

A. Offer Travelife trainings to all Tour guides, Reps, and Tour leaders in our Destination	Cindy Böckmann;	03-01-2023 / 06-03-2023	0	0
To offer all the training Travelife has to offer, DTS-CH will be informed to engage and include those pieces of training in their general schedules.				

8.4 Sustainability policy

A. Informing DTS-CH Managing Director and company ✓ Jürgen Heiss, as well as all the DTS-CH team has been informed via email of our Travelife endeavor, as well as our Sustainability policy and any other relevant document. We have requestes compliance which has not yet officially confirmed.	Cindy Böckmann;	16-08-2022 / 16-08-2022	0	0
B. Informing about Travelife - Sustainability Policiy through intranet - Orange HMR ✓	Cindy Böckmann;	16-08-2022 / 16-08-2022	0	0
All employees of Go Vacation Spain (DER Touristik [Spain] and DER Touristik Services (DER Touristik Holding located in Palma de Mallorca as well) are				

informed via Orange HMR (Orange Buzz) intranet in regard to our endeavours in sustainability.

8.5 Sustainability knowledge

<p>A. Sustainability Knowledge Guide in writing</p> <p>Information is passed down from guide to guide in local meetings. there's no written account as you know from a previous meeting with Lisa Jansen. We are currently trying to collect this information in writing, adapted to each DMC, and into each Destination of the DMC.</p>	<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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8.6 Destination knowledge

<p>A. Destination Knowledge Guide in writing</p> <p>Information is passed down from guide to guide in local meetings. there's no written account as you know from a previous meeting with Lisa Jansen. We are currently trying to collect this information in writing, adapted to each DMC, and into each Destination of the DMC.</p>	<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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8.7 Customer communication

<p>A. Customer Communication Guide in writing</p> <p>Information is passed down from guide to guide in local meetings. there's no written account as you know from a previous meeting with Lisa Jansen. We are currently trying to collect this information in writing, adapted to each DMC, and into each Destination of the DMC.</p>	<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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8.8 Sexual exploitation of children: staff training

A. Include Child Safeguarding into training/recruitment process for your directly hired guides/ reps/tour leaders.	Cindy Böckmann;	ongoing	0	0
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9. Destinations

Local projects and initiatives

9.4 Forbidden souvenirs

A. Clause 9.1. Souvenirs will be added to excursion contract template ✓ THE SUPPLIER does not promote the purchase of souvenirs that may involve the mistreatment of flora or fauna of endangered species, such as those listed in the CITES or IUCN lists, and any type of product prohibited by the applicable laws in force in the territory, such as drugs or protected historical or archaeological objects.	Maria Sampedro;	ongoing	0	0
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B. Inclusion of statement in regard to souvenir handling and promotion will be added to our website. ✓ Which states as follows: "We do not promote the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artifacts, drugs, or illegal substances, and abide by local and international laws in place to prevent this, whilst expecting the same procedure from all our providers."	Cindy Böckmann;	ongoing	0	0
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C. Topic to be included in Destination "Good to know" Leaflet Sustainable destination knowledge for Reps/Guides onboarding adapted to each	Cindy Böckmann;	ongoing	0	0
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destination will include the CITES/IUCN lists.

10. Customer communication and protection

Prior to booking

10.8 GHG / Carbon offset information

<p>A. Response from Corporate Responsibility department: Das finde ich gut, und es spricht vermutlich nichts dagegen, wenn unsere Unternehmenseinheiten auf die Kompensationsplattform verlinken. Ich höre noch mal bei MyClimate nach. Viele Grüße, Christian</p>	<p>Cindy Böckmann; 10-08-2022 / 10-08-2022</p>	<p>0</p>	<p>0</p>
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10.9 GHG / Carbon compensation with booking

<p>A. Pending integration of GHG/ Carbon compensation link with booking</p>	<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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After booking and during holidays

10.20 Illegal souvenirs

<p>A. Topic to be included in Destination "Good to know" Leaflet Sustainable destination knowledge for Reps/Guides onboarding adapted to each destination will include the CITES/IUCN lists.</p>	<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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10.22 Sustainable transport options

<p>Cindy Böckmann; ongoing</p>	<p>0</p>	<p>0</p>
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A. Topic to be included in Destination "Good to know" Leaflet
Sustainable destination knowledge for Reps/Guides onboarding adapted to each destination will include info about sustainable transport options in Destination

10.23 Donations

A. Donation project analysis The activities & Excursion Manager is analyzing where it might be feasible to include a donation project.	Maria Sampedro;	03-01-2023 /	0	0
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After holidays

10.24 Customer satisfaction

A. Requested a template of customer satisfaction form	Cindy Böckmann;	03-04-2023 /	0	0
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10.25 Sustainability and customer satisfaction

A. Coordinate with DTS-CH whether sustainability feedback questions are integrated into the customer satisfaction questionnaires	Cindy Böckmann;	03-01-2023 / 04-12-2023	0	0
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10.26 Complaints

A. Request insight to complaint tool	Cindy Böckmann;	03-04-2023 /	0	0
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