

Sustainability report - 2023

GO VACATION SPAIN SLU Travelife Partner



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1. Reporting context

PURPOSE

This document describes Go Vacation Spain's policies and procedures for conducting its operations and activities in an environmentally responsible and sustainable manner.

BACKGROUND

The modernization of our country demands that we collectively assume the challenges and opportunities arising from a sustainable development model that combines economic prosperity with an increase in social well-being and the improvement of the environment.

The general strategy which is framed under the EU Sustainable Development Strategy (SDS), was renewed in the Council of Brussels of 2006 with the principle of:

“Determining and elaborating measures that allow the continuous improvement of the quality of life for the present and future generations using the creation of sustainable communities having full capacity to efficiently manage and use resources, to take advantage of the potential for ecological and social innovation offered by the economy, and at the same time, ensuring prosperity, environmental protection, and social cohesion”.

This objective includes seven high-priority areas:

- Climate change and clean energies
- Sustainable transport
- Sustainable production and consumption
- Public health challenges
- Management of natural resources
- Social inclusion, demography, and migration
- The fight against worldwide poverty.

The approach of the Spanish Sustainable Development Strategy (SSDS) is in keeping with the strategic vision of the EU since it strives to integrate the economic, social, environmental, and global dimensions of sustainable development for purposes of guaranteeing economic prosperity, ensuring the protection of the environment, avoiding the degradation of the natural capital, promoting a greater social cohesion considering the present demographic trends, and joining efforts to contribute to the development of the least favored countries for the sake of global sustainability. Thus, Go Vacation Spain establishes the following important commitments:

- Compliance with all federal, state, and local environmental laws and regulations and Executive Orders.
- Prevention of pollution by minimizing the generation of waste where possible, reducing consumption, recycling materials, and disposing of wastes in an environmentally responsible manner.
- Integration of environmental and health considerations into decision-making processes.

- All employees are responsible for being aware of their jobs' environmental and health impacts and for continually striving to minimize them as outlined in this policy.

2. Company data

GO VACATION SPAIN SLU

CALLE GENIL 30

07009 PALMA DE MALLORCA

<https://dtservices.travel/destinations-2/spain-new/>

cindy.boeckmann@dtservices.travel

Tourist volume	>50000
Number of employees	101 - 500
Type of tourism	Sun and Beach tourism, City trips, Wellness / health, Meetings, Incentives, Conferences and Events (MICE), Round tours
Special target groups	Young people, Families with children, Business people
Destinations offered	

Sustainability coordinator

Cindy Böckmann

cindy.boeckmann@dtservices.travel

3. Introduction

ABOUT US

Go Vacation Spain SLU is a B2B incoming agency owned by DER Touristik Group to provide services to in-house tour operators and third-party clients worldwide.

We offer many years of experience as an accommodation provider in transfers, local tours, and special events organizations. We are committed to innovation and dynamism in the tourism industry and are supported by our local destination managers, with headquarters in Palma de Mallorca.

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

Go Vacation Spain is committed to protecting public health by conducting our operations and activities in an environmentally responsible and sustainable manner. We are committed to complying with all applicable laws and regulations. We recognize that reducing and, where possible, eliminating the environmental impacts of our activities is an important part of our mission. We strive to achieve environmental excellence and will work with our employees and other internal and external entities to establish and follow principles, in conjunction with the Spanish Environmental Policy and in cooperation with Travelife, who will guide Go Vacation Spain's environmental practices.

The Go Vacation Spain's guiding principles and practices to achieve resource conservation, waste reduction, and sustainability overall are summarized below:

- Comply with mandatory requirements and conduct our activities and operate our facilities within applicable environmental laws and regulations
- Conserve energy and other natural resources
- Encourage employees to use mass transit
- Reduce, reuse, and recycle to reduce waste
- Minimize the production of hazardous waste
- Adopt green procurement practices
- Ensure all employees complete the environmental awareness training
- Continue to review and minimize the impacts of our activities

RESPONSIBILITIES

As a travel company that engages with various stakeholders in tourism, namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions we understand our key role and influence in the sustainability development of tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement, and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

Our sustainability policy is divided into 10 themes. Each theme consists of a set of principles and practical actions accordingly which can be found in a separate PDF.

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	9 1
1. Sustainability management & legal compliance	16	15 1
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	22 2 2





6. Detailed overview

0. Company characteristics







Contact details



Action			Details
0.1. Sustainability coordinator			Cindy Böckmann Cindy.Boeckmann@dtservices.travel 671607302





Organization structure



Action			Details
0.2. Awards			

Brands, products, and/or services



Action			Details
0.3. Nature of business			Inbound tour operator, Travel agency (corporate), Online Travel Agents (OTA's), MICE

Please indicate which of the following activities are part of your business.			
0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	
0.5. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	>50000
0.6. Tourism types	✓	✓	Sun and Beach tourism, City trips, Wellness / health, Meetings, Incentives, Conferences and Events (MICE), Round tours
0.7. Target groups	✓	✓	Young people, Families with children, Business people
0.8. Destinations	✓	✓	

Personnel



1

Action			Details
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0.9. Number of employees	✓	✓	101 - 500
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Public communication

1

Action			Details
0.10. Brands under Travelife scope	✓	✓	


1. Sustainability management & legal compliance

15

1

Engagement of company

3

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Cindy Böckmann</p> <p> DPT _ PERSONAL ASSISTANT _ SUSTAINABILITY COORDINATOR _ CRISIS MANAGEMENT.pdf</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	✓	✓	<p>Vision & Mission Statement</p> <p>As part of the DER Touristik Group, the Mission Statement of (Company name) is based on shared vision, purpose, values, and principles.</p> <p>OUR VISION</p> <p>We are a worldwide, leading network of destination management companies. We benefit from having strong individual businesses as well as being able to collaborate across the wider group.</p> <p>OUR MISSION</p> <p>We make a difference by working together, helping our customers' holiday dreams come true. Together, we ensure that every holiday is THE holiday. The way we treat each other, our customers and partners, as well as the way we are always there for them makes us unique – all, while embracing our responsibility for the environment and societies we operate in.</p>

OUR VALUES

Showing energy, passion, and determination. Approaching every task with enthusiasm. Creating a great working environment in which everyone can feel they have a positive contribution to make. Taking advantage of different perspectives and respecting differences among team members, customers, and partners.

OUR PRINCIPLES

We make things happen by personally taking responsibility for our work, looking for the best solutions, making informed decisions and doing things to the highest possible standards. We put the customer at the center of everything we do; with a wide range of products and destinations, the most efficient processes and attention to detail, and an obsession with creating an effortless customer experience that leads to outstanding levels of customer satisfaction. We are willing to change and take risks to improve the customer experience and achieve better financial results. We seek out ways to transform the way we operate and are happy to disrupt the status quo as a way to improve. We rely on innovative, enthusiastic and open collaboration within the group and with our partners. We only make promises we intend to keep. We uphold the highest standards of corporate behaviour, ensuring compliance at all times. We act in an ethical and sustainable way to ensure we and our partners protect the interests of society and the environment. **!! If applicable !!:** We have been awarded as Travelife Partner/Certified in recognition of our long-term efforts in promoting Sustainability and Corporate Social Responsibility. We support all business partners towards more sustainability and create more sustainability awareness among our guests.

OUR RESPONSIBILITY

As an international travel company, DER Touristik Group with its Destination Management Company Network (including **Company name**) is aware of the responsibility it has towards host countries, their cultures and its customers, partners, employees and society. Corporate governance geared to responsible and long-term value creation is therefore the basis for DER Touristik's commitment to sustainability. DER

Touristik Group aims to uphold the very highest standards of corporate conduct and ensures compliance with them at all times. It acts in an ethical and sustainable manner to ensure that it and its partners protect the interests of society and the environment. Apart from economic criteria, business ethics, compliance with human rights and labour standards, protection of the environment and animal welfare are key criteria we apply in selecting our business partners and assessing new and existing business relationships. The Supplier [Code of Conduct](#) applies to all regions of the world where DER Touristik Group operates. We expect all our business partners and their employees to ensure compliance with these requirements. The fields of action in which we assume responsibility and develop appropriate measures include:

Ensuring customers awareness Promoting animal welfare Protecting children
Protecting the environment Providing a fair working environment and
employing qualified staff Providing economic benefits to local communities
Respectful in encounters with local traditions Social commitment (e.g. [DER
Touristik Foundation](#))

Vision & Mission Statement

As part of the DER Touristik Group, Go Vacation Spain's Mission Statement is based on a shared vision, purpose, values, and principles.

OUR VISION

We are a worldwide, leading network of destination management companies. We benefit from having individual solid businesses as well as being able to collaborate across the wider group.

OUR MISSION






We make a difference by working together, and helping our customers' holiday dreams come true.

Together, we ensure that every holiday is *THE* holiday. The way we treat each other, our customers, and our partners, as well as the way we are always there for them, makes us unique – all, while embracing our responsibility for the environment and societies we operate in.










OUR VALUES energy, passion, and determination. Approaching every task with enthusiasm. Creating a great working environment in which everyone can feel they have a positive contribution to make. Taking advantage of different perspectives and respecting differences among team members, customers, and partners.








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		<p>Ensuring customers awareness Promoting animal welfare Protecting children Protecting the environment Providing a fair working environment and employing qualified staff Providing economic benefits to local communities Respectful in encounters with local traditions Social commitment (e.g. DER Touristik Foundation)</p> <p>https://dtservices.travel/about-us/</p> <p> DER_Touristik_DestinationWE_Poster_A1_RZ.pdf</p> <p> DER_DestinationWE_Toolkit_DE.pdf</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Even though it was planned to have a team to fulfill all requirements, the CSR Coordinator has been conducting the assessment by herself since the project started.</p> <p>(Please see action plan)</p> <p>Company learning monitor No workshop information for this company</p> <p> BOECKMANN CINDY TRAVELIFE SUSTAINABILITY MANAGER.pdf</p> <p> CINDY BOECKMANN 21.07.21 travelife tour operation and sustainability.pdf</p> <p> BOECKMANN CINDY SUSTAINABILITY MANAGEMENT.pdf</p>

Social cooperation

Action		Details
<p>1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>	<p>✓</p>	<p>Unfortunately, there are no such forums available on a local level. Even though I much expected such a community, in Destinations such as the Balearic and Canary Islands, we will need to reach out on a national level while awaiting any news from a more local level.</p> <p>CAEB PYMES SALUDABLES: https://www.caeb.es/caeb-y-sanitas-distinguen-a-la-clinica-vila-parc-y-la-agencia-de-publicidad-metro-markets-palma-en-la-iii-edicion-de-los-premios-pyme-saludable/</p> <p> Travel4Impact Network_ Application Form confirmation_evaluation.pdf</p> <p> FW_ Webinario sobre sostenibilidad 29.10.21.pdf</p> <p> TRAVEL4IMPACT NETWORK 2022 20.07.22 SUB.pdf</p> <p> Travel4Impact_denied_2022.pdf</p> <p> 1.4 Candidatura_PremiosPYMESALUDABLE2023.pdf</p> <p> 1.4 Convocatoria III Premios PYME SALUDABLE 2023v2.pdf</p> <p> 1.4 CAEB 2023Escaleta_Premios PYME SALUDABLE.pdf</p> <p> 1.4 CAEB 2023 RE_ Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE_.pdf</p> <p> 1.4 CAEB 2023 Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE PPT..pdf</p>

		<p> 1.4 CAEB 2023 Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE_.pdf</p> <p> 1.4 CAEB 20230324 REUNIÓN JURADO PREMIOS PYME SALUDABLE.pdf</p>
<p>1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .</p>	<p>✓ —</p>	<p>Helvetic Tours /Kuoni CH: Regular exchange with Corporate Responsibility Coordinator Nicole Strassner Apollo: Exchange with Johan Mägi (Commercial Development Director/Deputy Commercial Director) and Linda (Regional manager Gran Canaria) DER Touristik GmbH: Regular exchange with Lisa Jansen, DMC Projects DER Touristik Group Turismo de Canarias: Canary Island's tourism council holds webinars regularly which are attended at convenience and informed by email new sletter: https://www.grancanaria.com/turismo/es/area-profesional/gran-canaria-destino-turistico-sostenible/</p> <p> 1.5 RE_ Helvetic Tours TourCert re_certification _ sustainable tourism topics _ follow up _ Studienreise 2023.pdf</p> <p> 1.5 Helvetic TourCert WA Workshop intern _ extern.pdf</p> <p> 1.5 Helvetic Tours TourCert re_certification _ sustainable tourism topics in Mallorca and Ibiza _ workshop preparation.pdf</p> <p> 1.5 RE_ Sustainability initiative TFS APOLLO.pdf</p> <p> 1.5 2023_01_25 16_20_15_Inbox _ Cindy.Boeckmann@dtservices.travel _ Outlook.png</p>
<p>1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation)</p>	<p>✓ —</p>	<p>Subdomain at DER Touristik's Webpage: https://www.dertouristik.com/en/sustainability/der-touristik-foundation-e-v-2/</p>

or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).

Webpage of DER Touristik Foundation:

<https://www.dertouristik-foundation.com/en/home/>

DER Touristik Foundation is supporting charitable projects as part of the DER Touristik Group. Guest are able to visit these projects in excursions and can donate online.

Since 2014, we've shown lasting commitment to less developed tourist destinations through the DER Touristik Foundation by

giving children in remote areas the chance to go to school affording young people with the opportunity of vocational training promoting women and supporting animal welfare and nature conservation

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At the DMC level, Maria Sampredro (Excursion & Activities Product Manager) is evaluating several options in assessment with the Destination Management Board and local Excursion Departments at each Destination (see action plan)




1.6 Añadir acciones de sostenibilidad a excursiones.pdf

Baseline assessment

2



Action			Details
<p>1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>			<p>Please add the overview of your individual suppliers.</p> <p>By 2024 the new Supplier Code of Conduct (SCoC is modified at the moment) will be implemented and a part of all DER Touristik contracts as a REWE goal.</p> <p>Hotel suppliers DER Touristik Germany purchase:</p> <p>The group hotel contracting of DER Touristik DMC GmbH included GSTC-certification as a mandatory part of their Guarantee- and advanced payment contracts.</p> <p>DER Touristik Hotels & Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="padding-left: 40px;">Franchise Agreements Cooperations & Marketing Services Agreements Managed & Pacht & owned Hotels</p> <p>The CoC is also included in the main portfolio of all hotel contracts.</p> <p>An overview of all contracted hotels per season and their certification status is attached.</p> <p style="text-align: center;"><i>By 2024 the new Supplier Code of Conduct (SCoC is modified at the moment) will be implemented and a part of all DER Touristik contracts as a REWE goal.</i></p> <p>Hotel suppliers DER Touristik Germany purchase:</p> <p>The group hotel contracting of DER Touristik DMC GmbH included GSTC certification as a</p>

			<p>mandatory part of their Guarantee- and advanced payment contracts.</p> <p>DER Touristik Hotels & Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="padding-left: 40px;">Franchise Agreements Cooperations & Marketing Services Agreements Managed & Pacht & owned Hotels</p> <p>The CoC is also included in the main portfolio of all hotel contracts.</p> <p>An overview of all contracted hotels per season and their certification status is attached.</p> <p>Hotel suppliers Go Vacation Spain (3rd Party) purchase:</p> <p>There's still no system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p> <p> 1.7 SUPPLIER.PROVIDER ASSESSMENT.xlsx</p>
<p>1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	✓	✓	<p>No internal system for a baseline assessment exists, nevertheless, all the criteria in checklist 1 are complied with, thus, guaranteeing the fulfillment of this last criterion.</p>

Policy




2

Action			Details
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<p>1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>	✓	✓	<p>https://dtservices.travel/sustainability/</p> <p> ORGANIZATIONAL CHART DMCs.pptx</p> <p> SUSTAINABILITY POLICY GO VACATION SPAIN.pdf</p>
<p>1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	✓	✓	<p>https://dtservices.travel/sustainability/</p>

Action plan

2



Action			Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>Our action plan is built under the action plan tool provided by Travelife.</p> <p> 1.11 action_plan 03.04.23.pdf</p>
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	<p>Staff involvement is provided by communication mainly through Orange HMR (national intranet) communications at Orange Buzz, onsite meetings and chats, as well as email correspondences.</p> <p>During the Covid19 pandemic, I also had access to the employee proposal template which is used by HR for employees to state ideas and requests beyond corporate interests (free fruit for employees, vouchers, etc.)</p>




Monthly Teambuildings are held with different themes: Sometimes departments explain what their day-to-day routine is like, other times, we are trying to get a recycling workshop going (please see attached email). This year, once the reporting is somewhat completed, I will present everything that has been done, the current ongoing and what's to come.

-  1.12 2023_02_09 13_35_13_OrangeHRM.png
-  1.12 2023_02_09 13_31_19_.png
-  1.12 2023_02_09 13_31_58_.png
-  1.12 2023_02_09 13_32_42_Notas rápidas.png
-  1.12 2023_02_09 13_33_18_Notas rápidas.png
-  1.12 2023_02_09 13_34_04_Notas rápidas.png
-  1.12 2023_02_09 13_34_31_Notas rápidas.png
-  1.12 2023_02_09 13_34_50_OrangeHRM.png
-  1.12 Curso de Reciclaje.pdf
-  1.12 teambuildings Eventos en la oficina.pdf
-  1.12 RE_ Eventos en la oficina.pdf
-  1.12 Eventos en la oficina.pdf

Monitoring and evaluation







2

Action			Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	<p>Monitoring and Evaluation</p> <p>To be able to judge whether all targets are achieved successfully, the sustainability results must be monitored regularly. This will demonstrate which actions are progressing with difficulty and which measures should be taken to improve this.</p> <p>Usage of Travelife Action Planning tool: to indicate when/if an action has been completed. At any given moment, you can produce an overview that indicates the progress compared to the original planning. Based on this, you can adjust and/or update your planning To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, occur at departmental meetings, attended by the Responsible Managers that help set updated actions. To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, are communicated monthly through internal newsletters to our company colleagues. Monitor via one-on-one interviews and feedback</p>
<p>1.14. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	✓	—	<p>Updates are sent through our H&R App Orange HMR (nationally), and DER Touristik Group Intranet, Compass (internationally)</p> <p> Group V_M_CEO Brief_dt.pdf</p> <p></p>

		 1.14 2022_12_29 17_14_13_OrangeHRM.png  1.14 2022_12_29 17_14_54_OrangeHRM.png  1.14 2022_12_29 17_16_01_OrangeHRM.png
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External reporting and communication



Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.			This report was completed on 04.01.23 and has been put under final revision before communicating to the Travelife coach to proceed with a revision before the first audit. The Travelife reporting system was developed to enable you to report according to general reporting guidelines. It ensures your reporting meets sustainability standards and shows all progress made between the individual reports. You should report to Travelife at least every other year.
1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.			https://dtservices.travel/sustainability/ I hope that enclosing the final Sustainability Policy and the Action Plan, whilst adding the Travelife widget will be enough to report intentions, plans, and commitments. Minor milestones will be notified once the mentioned website's Feedback Tab is online which is coordinated by our Holding Agency (Julia.Schumann@dtservices.travel; see attached mail) Regarding dates, due to my current workload, I cannot commit to specific dates but will do my best to mention it "whenever I see the light at the end of the tunnel" at best by the end of 2023





1.16 dtservices.travel website Newsfeed.pdf



2. Internal management: social policy & human rights




22





Social policy and human rights







19






Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>	✓	✓	<p>Our company does comply with the freedom of association. We do not hinder trade union membership. Nevertheless there are no active unions with which our company cooperates since it has not been requested from employee or employer side. Also, staff membership is not known and not requested by employment since its an non-compulsory factor.</p>
<p>2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).</p>	✓	—	<p>There exist two labor agreements:</p> <p>General Labour Agreement encompasses the rights of every employee/worker indifferent to the working space.</p> <p>Collective labor agreement for Travel Agencies: Dated 2016 - 2018 and still valid today. During the year 2020/2021 there have been several attempts by the Government to update and extend the existing version. We will upload the newest version whenever available.</p> <p> BOECONVENIOAGENCIAS2022.pdf</p> <p> BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf</p>




<p>2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>	<p>✓ ✓</p>	<p>All our contracts include the following clause:</p> <p><i>7. El trabajador que una vez superado el periodo de prueba, desee cesar voluntariamente en la empresa, vendrá obligado a comunicarlo por escrito con una antelación mínima de 30 días naturales (Trab. Cualificados) y de 15 días naturales (Trab. No cualificados).</i></p> <p><i>7. Employees who, once the probationary period has expired, wish to voluntarily leave the company, shall be obliged to give at least 30 calendar days' notice in writing (Qualified Employees) and 15 calendar days' notice (Unqualified Employees).</i></p> <p> contrato muestra _CB_.pdf</p>
<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓ —</p>	<p>There exists no complete binder of the company's HR policy. We have been working on digitalizing most, if not all, of its parts through our HR application Orange HMR. Thus, aspects like training of staff, data protection, harassment protocols, etc. have already been digitalized with a compulsory read receipt. Also, internal communications are handled through Orange HMR.</p> <p>Different topics can be found in our template contract in other sections, thus, alcohol and drug use is handled in clause 11; confidentiality in clause 10; use of organization's material in clause 15, etc.</p> <p>Career development opportunities are cascaded from our HR staff via email, first internally and afterwards through external recruitment. HR also disposes of so-called "DPTs = Descripción de puesto de trabajo" - Job descriptions" which include a full description, work functions, performance indicators, professional profile, and other relevant relations with internal or external departments.</p> <p> 2.4. HR MANUALS _1_.png</p>





			 2.4. HR MANUALS _2_.png
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓</p>	<p>✓</p>	<p>Our standard contracts include all Travelife required details. A job description is not enclosed to the standard contract but later on attached in an extensive report called "DPT"(Descripción de Puesto de Trabajo = Job description) which is also used to recruit and hold interviews. Please find examples uploaded.</p> <p> DPT _ PERSONAL ASSISTANT _ SUSTAINABILITY COORDINATOR _ CRISIS MANAGEMENT.pdf</p> <p> contrato muestra _CB_.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>In our standard employment contracts, the salary/wage is mentioned and of accepted or higher level as compulsory by Spanish Law.</p> <p><i>Clause 17. El trabajador percibirá el salario establecido de acuerdo a su categoría profesional reconocida, correspondiente al convenio colectivo aplicable vigente. En el supuesto, que de común acuerdo con la empresa, se establezca un salario superior al establecido en convenio colectivo, ya sea mediante conceptos fijos o conceptos variables, la adquisición, mantenimiento o pérdida de dichos conceptos, vendrá determinado y condicionado al régimen Disciplinario Laboral y tendrá consideración de absorbible.</i></p> <p><i>17. The worker shall receive the salary established in accordance with their recognised professional category, corresponding to the applicable collective bargaining agreement in force. In the event that, by agreement with the company, a salary higher than that established in the collective bargaining agreement is established, either by means of fixed or variable concepts, the acquisition, maintenance or loss of said concepts shall be determined and conditioned by the Disciplinary</i></p>

		<p><i>Disciplinary regime, maintenance or loss of said concepts shall be determined and conditioned by the Labour Disciplinary regime and shall be considered absorbable.</i></p> <p> contrato muestra _CB_.pdf</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	<p>✓ ✓</p>	<p>Overtime is managed by the Orange HMR app. Due to the fact that tourism depends on seasonal timetables, oftentimes overtime is (if) accumulated during the high season and compensated while the low season. In the case of overtime from employees who are leaving the company, overtime is compensated by overtime pay.</p> <p>There is no specific clause in our standard contracts.</p> <p> 2.7 2023_03_06 13_41_14_Time Tracking _1_.png</p> <p> 2.7 2023_03_06 13_41_14_Time Tracking _2_.png</p> <p> 2.7 2023_03_06 13_41_14_Time Tracking _1_.xlsx</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓ ✓</p>	<p>The company contributes to basic public medical insurance with a monthly payment, as well as a deduction from employee's gross payroll in favor of the social security department (see NOMINA EJEMPLO CB attached: percentages are reduced from the gross payroll) as well as offering to be included into a private insurance policy (Sanitas) which the company is collaborating with.</p>

		<p> Presentacion Go Vacation Spain SL PYMES DIGITAL.pdf</p> <p> NOMINA EJEMPLO CB.pdf</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>— Certificate of Insurance Public and Product Liability - AXA</p> <p> 2.9. LIABILITY INSURANCE 20006641 GO VACATION SPAIN POLIZA REN 855023176 FIATC 2022.pdf</p>
<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓</p>	<p>✓ As mentioned in the Collective Labour Agreement, employees have the right to take a total of 22 workdays (30 calendar days) of leave annually which is also stated in our standard contracts under the sixth clause.</p> <p> contrato muestra _CB_.pdf</p>
<p>2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	<p>✓</p>	<p>— Employees are entitled to sick leaves uploading due to justifications to our HHRR app, Orange HMR.</p> <p>Also, long-term sick leaves have to be documented with a medical report issued by the social security department, stating the employee's details; starting, revision, or ending time of the sick leave, and have to be updated as stated in the document.</p> <p>Payment is covered by our Mutual Insurance Company (Fremap).</p> <p> Poliza00000667160.pdf</p> <p></p>







			Poliza00000714245.pdf
<p>2.12. Health and safety</p> <p>The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	✓	✓	<p>As required by national Law, the company has a health, safety, and crisis management policy for employees, which complies with legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p> <p> 2.12 ORGANIZACIÓN Y NORMAS DE ACTUACIÓN EN CASO DE EMERGENCIA.pdf</p> <p> 2.12 Brigada de emergencia Oficinas general.pdf</p> <p> 2.12 Acta Simulacro de emergencia 27.10.2022.pdf</p> <p> 2.12 Protocolo de atraco, robo y agresiones para la Centros de trabajo.pdf</p>
<p>2.13. Equal opportunities</p> <p>The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓	<p>We are currently working on our company's "Plan de Igualdad" (Equality Plan) which is mandatory for all companies in Spain.</p> <p>Equal opportunities are one out of several topics addressed in the Plan.</p> <p>Also, find attached the Equal Opportunities policy on Group Level (</p> <p> 2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf</p>
<p>2.14. Child labour</p> <p>The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in</p>	✓	✓	<p>The company does not employ children and complies with the law.</p>










<p>accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>		
<p>2.15. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	<p>✓</p>	<p>— Upon employment, each employee gets access to the Orange HMR app, which is our national intranet platform. One of the first steps in the company is the acknowledgment of important instructions and protocols.</p> <p>Therefore, complaints procedures are acknowledged by a read receipt in the Orange HMR intranet by each employee. In case of doubts, employees can always reach out to the HR Department available through many channels.</p> <p> 2.15 2022_12_29 17_28_41_Announcements.png</p>
<p>2.16. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>✓</p>	<p>— As per "Plan de Igualdad" (Equality Plan) of our company, there exists a commission formed by members of our Head Office and staff members who handle equality issues. Meetings are held during the year and Minutes are created. Suggestions and complaints are managed through this council.</p> <p>A work council doesn't exist</p> <p> 2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf</p>
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓</p>	<p>— In Spain, disciplinary procedures are regulated through the collective labor agreement (attached in 2.2.) and are therefore handled accordingly by the company.</p> <p><i>CAPÍTULO XVII: Infracciones y sanciones // Chapter XVII: Infringements and penalties</i></p> <p> BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf</p>

		 BOE_A_2015_2604_consolidado.pdf
<p>2.18. Persons with special needs The company employs persons with special needs</p>	<p>✓ —</p>	<p>By law, it is mandatory for companies to employ at least 2% of their staff with persons with special needs which we comply with.</p>  BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf  BOE_A_2015_2604_consolidado.pdf
<p>2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓ —</p>	<p>There is no fixed procedure in place.</p> <p>Most employee satisfaction is audited through a pyramidal system, where heads of departments schedule department meetings upon convenience. Whenever incidents can not be dealt with on that scale, the matter is escalated and treated if necessary by HR. Heads of departments attend meetings with the manager, and managers do meet whether formally or informally in biweekly management meetings.</p> <p>There are monthly teambuilding events which do also provide a platform for everybody to interact and address topics.</p> <p>Lastly, there's a suggestion form that is used to fulfill ideas of employees wherever feasible (weekly fruit basket free for everyone).</p>  FORMULARIO SUGERENCIAS.pdf

Training and education

3

Action		Details
<p>2.20. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).</p>	<p>✓ —</p>	<p>Quirón Salud is our prevention of risks-at-work training provider. This training is compulsory by entry to our company. Every risk prevention training is selected depending on the workplace description and department of the employee. Furthermore, we offer, as compulsory by law, a biennial health check adapted to professional needs which are of voluntary nature for staff.</p> <p>Our personal development providers do also offer seasonal training in social, cultural, and economic issues.</p> <ul style="list-style-type: none">  Catálogo DKS consulting alumnos.pdf  PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf  COMUNICACIÓN ACEPTACIÓN O RENUNCIA RM.doc  BIENVENIDA EMPLEADO NUEVO.docx
<p>2.21. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ —</p>	<p>We do offer the following personal development opportunities:</p> <ul style="list-style-type: none"> E-learning courses or MOOCs Opportunities to earn professional qualifications In-house/external training courses and workshops Attending seminars or conferences Cross-training your employees to be competent in different aspects of your business (e.g. sales, marketing, operations, etc.).



		<p>Type of skills/knowledge useful for the tourism industry:</p> <p>Tourism-specific: destination, tour guiding, languages, product design, etc. Sustainability: climate change, fauna & flora, sea rising, etc. Business: digital marketing, management, customer service, finance, IT, etc.</p> <p>40</p> <ul style="list-style-type: none">  Catálogo DKS consulting alumnos.pdf  Coach Triptico LL.pdf  Idiomas Manpower Inglés_Francés.pdf  Excel_Avanzado_8abr_21.pdf  PLATAFORMA ON LINE PRL DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf  BIENVENIDA EMPLEADO NUEVO.docx
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>We recruit national students.</p> <p>2</p>

3. Internal management: environment and community relations

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Procurement

6

Action		 Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>	<p>✓</p>	<p>— No written policy exists.</p> <p>Since the pandemic, digital signatures have been introduced for almost all our employees. Printing has been reduced to a minimum and digital data management has been increased considerably. Last year, we cut off the supply of bottled water and bought jugs and glasses for internal and also visitors in PMI. Employees are encouraged to recycle wherever possible. Electronic distribution of files and use of cloud data sharing is enabled and also necessary to efficiently work through Destinations. Printer configurations are set on minimum toner use. Actively reducing bins at offices, giving importance to recycling stations</p> <p>PMI</p> <p>YES</p> <p>IBZ</p> <p>YES</p> <p>LPA</p> <p>YES</p> <p>TCI</p>





		<p>YES</p> <p>FUE</p> <p>YES</p> <p>ACE</p> <p>YES</p> <p>MAINLAND</p> <p>YES</p>
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	<p>✓</p>	<p>— Purchased material will be used until exhausted and then replaced by material with more sustainable standards. From the management department, the purchase of more sustainable material is approved, even if it means an increase in expenses, as long as everything already purchased is used up so as not to throw anything away.</p> <p>Office material can only be purchased by the office management clerk in Destination and electronic devices are solely handled through our IT department.</p> <p>Please check annexes III, IV, and V of our Sustainability Policy.</p> <p>PMI</p> <p>YES</p> <p>IBZ</p> <p>YES</p> <p>LPA</p>

			<p>YES</p> <p>TCI</p> <p>YES</p> <p>FUE</p> <p>YES</p> <p>ACE</p> <p>YES</p> <p>MAINLAND</p> <p>YES</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	<p>✓</p>	<p>✓</p>	<p>The use of recycled paper is taken into consideration. All Destination use FSC'd or otherwise certified paper TCF (Totally Chlorine Free), Nordic Ecolabel, EU Ecolabel www.ecolabel.eu, FSC (A sustainable premium paper for all office machines).</p> <p>Currently, all material is used until the end of the stock to adapt paper-type standards at the highest percentage possible.</p> <p>PMI</p> <p>YES</p> <p>IBZ</p>

			<p>YES</p> <p>LPA</p> <p>YES</p> <p>TCI</p> <p>YES</p> <p>FUE</p> <p>YES</p> <p>ACE</p> <p>YES</p> <p>MAINLAND</p> <p>NOT APPLICABLE, NO OFFICE SPACE IS RENTED</p>
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	<p>✓</p>	<p>✓</p>	<p>All printers are set by default to double. sided printing All printers are set to black/white printing. Only certain staff is authorized for colored printing.</p> <p>PMI</p> <p>YES</p> <p>IBZ</p> <p>YES</p>

			<p>LPA</p> <p>YES</p> <p>TCI</p> <p>YES</p> <p>FUE</p> <p>YES</p> <p>ACE</p> <p>YES</p> <p>MAINLAND</p> <p>NOT APPLICABLE, NO OFFICE SPACE RENTED</p>
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	<p>✓</p>	<p>✓</p>	<p>The company does not provide coffee or tea to staff. Water is provided and everyone brings his/her own supply When a beverage is purchased for visitors, sustainable options are taken into account (Rainforest Alliance, UTZ, fairtrade, etc.).</p> <p>PMI</p> <p>NOT APPLICABLE</p> <p>IBZ</p>

		<p>NOT APPLICABLE</p> <p>LPA</p> <p>NOT APPLICABLE</p> <p>TCI</p> <p>NOT APPLICABLE</p> <p>FUE</p> <p>NOT APPLICABLE</p> <p>ACE</p> <p>NOT APPLICABLE</p> <p>MAINLAND</p> <p>NOT APPLICABLE</p>
<p>3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓</p>	<p>Destinations do contract a cleaning company externally.</p> <p>PMI</p> <p>UNE-EN.ISO 9001, UNE-EN-ISO 14001, ISO45001</p> <p>IBZ</p> <p>“EUECOLABEL”, ISO and</p> <p>ES-MD/020/00005</p>

		<p>LPA</p> <p>“EGREEN”</p> <p>TCI</p> <p>Eco label “Green Point”</p> <p>FUE</p> <p>ECOLABEL</p> <p>ACE</p> <p>AGENCY PROVIDES MATERIALS USED BY CLEANING PROVIDERS AND ALWAYS CHOOSES THE MOST SUSTAINABLE PRODUCT AVAILABLE</p> <p>MAINLAND</p> <p>NOT APPLICABLE: CLEANING MATERIALS ARE PART OF THE CLEANING COMPANY'S RESPONSIBILITIES, WHICH ARE EMPLOYED BY THE MAIN TENANT.</p> <p> LPA Pegatinas Egreen.pdf</p> <p> Ficha Técnica limpieza IBZ.pdf</p> <p> PEGATINA LIMIPADOR LPA.jpg</p> <p> CLEANING PROTOCOL PMI.pdf</p>
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Paper (promotional materials)

Action			Details
<p>3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	<p>✓</p>	<p>✓</p>	<p>All Destinations and companies are managed through the same provider.</p> <p>The equipment installed (E87660DU) has a low environmental impact as the toner cartridges last 54,000 pages for black and 52,000 pages for color, so very little waste is generated and, once generated, this is covered by the HP Planet's Partner program, through which these cartridges are collected and subjected to a recovery process so that these components can be used again in the manufacture of new cartridges.</p> <p>IDC's Technology for Sustainability and Social Impact Index (TSSI) framework awarded HP Inc. the highest average score among 29 technology companies. HP outperformed the industry average in all three pillars: technology vendor performance, technology as an enabler, and technology for good.</p> <p>IDC found that HP, in addition to performing exceptionally well, backed its sustainability ambitions with a comprehensive strategy, an effective business model, and effective technology innovations.</p> <p>"The achievement reflects HP Inc.'s commitment to the environment, employees, and social responsibility. This commitment is integrated into the company's business strategy. HP Inc. has been a pioneer in sustainability and the circular economy. IDC's cutting-edge research, based on quantitative assessments, has confirmed this.</p> <p>You can download the full report here https://protect-us.mimecast.com/s/DJMKCv25A5hy1JmRxCQbUsy?domain=idcdocserv.com*.</p> <p>*The license granted to HP allows the use of this URL * for distribution to customers, candidates, employees or partners to download this PDF. License period (from 13 August 2021 to 13 August 2022).</p> <p>PMI</p> <p>YES</p> <p>IBZ</p>

YES

LPA

YES

TCI

YES

FUE

YES

ACE

YES

MAINLAND

NOT APPLICABLE, NO OFFICE SPACE IS RENTED, THUS NO MACHINES AVAILABLE.

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HP planet_partners_brochure_es_002_.pdf



ISO 14001_20015 global HP.pdf




IT ECO supplies global.pdf





PERMISOS GESTOR RESIDUOS 062021.pdf



reach cumplimineto normativa restriccion materiales peligrosos.pdf





			 Sostenibilidad en HP.pdf
<p>3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>	<p>✓</p>	<p>✓</p>	<p>We do not provide any promotional material. We have a separate Group branch (DTS-CH namely Destination Touristic Services Suisse) whose only purpose is to train and manage the Group's reps and guides. This company is in close collaboration with the promotion and content departments which are reporting back directly to DER Touristik Group GmbH.</p> <p>PMI NOT APPLICABLE</p> <p>IBZ NOT APPLICABLE</p> <p>LPA NOT APPLICABLE</p> <p>TCI NOT APPLICABLE</p> <p>FUE NOT APPLICABLE</p> <p>ACE NOT APPLICABLE</p> <p>MAINLAND</p>



		<p>NOT APPLICABLE</p> <p> Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf</p>
<p>3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>	<p>✓ ✓</p>	<p>We do not provide any promotional material. We have a separate Group branch (DTS-CH namely Destination Touristic Services Suisse) whose only purpose is to train and manage the Group's reps and guides. This company is in close collaboration with the promotion and content departments which are reporting back directly to DER Touristik Group GmbH. They have been informed about our new sustainable endeavors and will adapt to our regulations.</p> <p>PMI</p> <p>NOT APPLICABLE</p> <p>IBZ</p> <p>NOT APPLICABLE</p> <p>LPA</p> <p>NOT APPLICABLE</p> <p>TCI</p> <p>NOT APPLICABLE</p> <p>FUE</p> <p>NOT APPLICABLE</p>

		<p>ACE</p> <p>NOT APPLICABLE</p> <p>MAINLAND</p> <p>NOT APPLICABLE</p> <p> Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf</p>
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Energy

9

Action			Details
<p>3.10. Energy reduction policy</p> <p>The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>			<p>Energy consumption is monitored at the Group level directly from DER TOuristik Germany by yearly reports</p> <p>PMI</p> <p>YES</p> <p>IBZ</p> <p>YES</p> <p>LPA</p> <p>YES</p>

		<p>TCI</p> <p>YES</p> <p>FUE</p> <p>YES</p> <p>ACE</p> <p>YES</p> <p>MAINLAND</p> <p>YES</p> <p> XXXX_Sustainability_KPIs_2021.xlsx</p> <p> EN Anlage NH_Berichtsmeldung 2021 V1 0.pdf</p>
<p>3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓</p>	<p>Go Vacation Spain is currently complying (if applicable) with a nationwide energy-saving plan in place regulated through new Spanish legislation that will be in force from Tuesday 09.08.22 until November 2023 (or further notice). The mentioned measures form part of an energy-saving initiative to reduce dependence on imported gas.</p> <p><i>Highlighted for your convenience, is the following measures which have been applied by our offices in order to comply with the Law:</i></p> <p><i>The air temperature in heated venues shall not exceed 19 °C. The air temperature for venues with air conditioning shall not be less than 27 °C. The above temperature conditions shall relate to the maintenance of relative humidity between 30 % and 70 % The building has automatic locks on access doors. Available signs explaining these saving measures are in place. Thermometers are</i></p>

set up which indicate temperature and humidity at all times in all areas.

Sustainability KPIs are requested for the annual upcoming REWE Group Climate Balance Calculation and the REWE Group Sustainability Report. Revised KPIs are Real estate KPIs and vehicle fleet KPIs which are enclosed on DMC level.

Details on the KPIs can be found in the attached PDF files in English and German version

PMI

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NEBALIA


TCI

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PLALAFUSA-SQALE – OWNER HANDLED

			<p>ACE</p> <p>ENDESA</p> <p>MAINLAND</p> <p>NOT APPLICABLE</p> <p>19200</p> <p> 2586_Sustainability_KPIs_2021.xlsx</p> <p> 2580_Sustainability_KPIs_2021.xlsx</p> <p> 3.11 BOE_A_2022_12925.pdf</p> <p> 3.11 Anlage NH_Berichtsmeldung 2020 V1.0.pdf</p> <p> 3.11 EN Anlage NH_Berichtsmeldung 2020 V1 0.pdf</p> <p> 3.11 2580_2586_4292_Upload_File_NH TM1_EN_2022.xlsx</p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓</p>	<p>✓</p>	<p>At the moment only Gran Canaria has a sustainable energy source with a certificate.</p> <p>PMI</p> <p>ENDESA: https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad</p> <p>IBZ</p>

		<p>ENDESA: https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad</p> <p>LPA</p> <p>NABALIA: https://nabaliaenergia.com/eficiencia-energetica/</p> <p>TCI</p> <p>ENDESA: https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad</p> <p>FUE</p> <p>ELECTRICITY IS PART OF OUR RENTAL CONTRACT.</p> <p>ACE</p> <p>ENDESA: https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad</p> <p>MAINLAND</p> <p>NOT APPLICABLE/ ELECTRICITY IS PART OF THE RENTED OFFICE</p> <p> LPA Pegatinas Egreen.pdf</p>
<p>3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓ —</p>	<p>No carbon offset is applied, however, our premises do emphasize the following:</p> <p>Switch-off of PCs, Laptops, and all other devices when at lunch break, longer unused time frames, and end-of-day. Taking advantage of natural lighting instead of office installations for as long during the day as possible. Evaluation of changing conventional light bulbs and lamps to energy-saving bulbs and lamps Managing air-conditioning systems independently for each zone, validating the actual occupancy and level of</p>

daylighting

PMI

WHERE FEASIBLE

IBZ

WHERE FEASIBLE

LPA

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WHERE FEASIBLE

FUE


WHERE FEASIBLE







ACE

WHERE FEASIBLE

MAINLAND

NOT APPLICABLE



<p>3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	<p>✓</p>	<p>— The project to install LEDs has been put on hold first due to the Covid19 pandemic and is currently due to several office management changes.</p> <p>PMI</p> <p>IN PROGRESS</p> <p>IBZ</p> <p>LPA</p> <p>TCI</p> <p>FUE</p> <p>ACE</p> <p>MAINLAND</p> <p>NOT APPLICABLE</p> <p> Efficient energy project request for installation of LED_s PRES 1193 21 Der touristik _Iluminacion LED_ 13.10.2021.pdf</p>
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		 Efficient energy project request for installation of LED_s dc_silent_led.pdf  Efficient energy project request for installation of LED_s ft_silent_led_i_ugr19.pdf  Efficient energy project request for installation of LED_s Auditoria Energetica.pdf  email Estudio energético Go Vacation Spain SLU_ DER Touristik Services.pdf
<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓ ✓</p>	<p>Since the switch of all employees to laptops and hybrid work shifts alternating between home-office and office work shifts, all electronic devices concerning IT are actually handled more cautiously without the need for thorough control and supervision by our IT Department, even though such control measures do exist.</p> <p>All other switch-off devices (air conditioning and heating) are regulated right now through the nationwide energy-saving plan in place regulated through new Spanish legislation that will be in force from Tuesday 09.08.22 until November 2023 (or further notice). The mentioned measures form part of an energy-saving initiative to reduce dependence on imported gas. Please consult requirement 3.11 for more information.</p> <p>Employees are included, reminded, and encouraged to follow your switch-off policy via email newsletters and Orange Buzz posts.</p>  3.15.png  3.15 Luces y aire acondicionado.pdf
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓ ✓</p>	<p>Our employees are aware of both equipment and light (energy) “switch-offs” whenever possible.</p> <p>Employees are included, reminded, and encouraged to follow your switch-off policy via email</p>

			newsletters and Orange Buzz posts.
3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	When buying new equipment, Go Vacation Spain gives preference to low-energy equipment, based on the highest local available standards (considering return on investment and quality considerations) in all Destinations. Annexes have been established to regulate low-energy equipment. The substitution of devices is slowly but surely progressing.
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	All provided devices are set by default to energy-saving mode, before employee usage, by our IT department which covers all Destinations.

Water

3







Action			Details
3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	—	There's no use of water in our specific industry branch, however, all installations we occupy are moderated by the landlords to be in accordance with water-saving regulations which are in place by the national ministries. Spain has a long history of water scarcity, thus, nationwide institutions and citizens are well





		<p>aware of saving procedures.</p> <p> MINUTAS 3. INTERNAL MANAGEMENT DURING DM MEETINGS.docx</p>
<p>3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>	<p>✓ ✓</p>	<p>Any extraordinary abnormality would be detected when checking the invoices of our water supplier suppliers which includes exhaustive analysis for every invoice.</p> <p>All our offices are in shared business buildings, thus, access to water meters is not provided without authorization.</p>
<p>3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets</p>	<p>✓ —</p>	<p>Wherever the office space isn't shared, we provided dual flush systems to toilets. In shared office spaces, the landlord makes sure such devices are available.</p> <p>PMI</p> <p>SHARED OFFICE SPACE: LANDLORD'S RESPONSIBILITY</p> <p>IBZ</p> <p>OWN OFFICE TOILETS - DUAL FLUSH</p> <p>LPA</p> <p>SHARED OFFICE - LANDLORD'S RESPONSIBILITY</p> <p>TCI</p> <p>OWN OFFICE TOILETS - DUAL FLUSH</p> <p>FUE</p>






		OWN OFFICE TOILETS - DUAL FLUSH
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		OWN OFFICE TOILETS - DUAL FLUSH
		MAINLAND
		NOT APPLICABLE



Waste management

7

Action			Details
3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.			Waste disposal is regulated on a national level.
3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).			Waste reduction is coordinated by Law: https://www.miteco.gob.es/es/calidad-y-evaluacion-ambiental/temas/prevencion-y-gestion-residuos/ There are no plastic or paper coffee cups available Double-sided printing by default Bulk purchasing Internal dispatch of any kind is handled in bulk. Go Vacation Spain has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non-reusable or recyclable waste (double-sided printing, bulk purchasing) which can be found as







		<p>annex to our Sustainability Policy.</p> <p> 3.23 20230222_130444.jpg</p> <p> 3.23 20230222_125143.jpg</p>
<p>3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	<p>✓ ✓</p>	<p>We do not provide any packable products in any Destination</p>
<p>3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	<p>✓ —</p>	<p>Go Vacation Spain takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for offices in any Destination. Employees also use their own cups for drinking.</p> <p>A local provider provides water in Ibiza (Fuente Jara: https://www.facebook.com/FuenteJara/?locale=es_ES) and a national provider for all remaining offices (Aquaservice: https://www.aquaservice.com/mko/2018/SEM/aquaservice-marca-b?gclid=CjwKCAjwiOCgBhAgEiwA_jv5whGm97AL2ytHyoCBy39Kda0YKsSP0lne5RNrweCqd_u8U9JkXklI8RxoCIekQAvD_BwE) which recollect empty water canisters and substitute them by filled ones.</p> <p><i>During the pandemic protocol, those canisters are not under use in order to guarantee that diseases do not spread, and employees are encouraged to bring their own beverages.</i></p> <p> 3.25 Propuesta Aquaservice.pdf</p> <p> 3.25 PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf</p>

		 3.25 RE_ AQUASERVICE OFICINA IBZ.pdf  3.25 2023_03_20 09_27_43_.png  3.25 Re_ PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓ ✓</p>	<p>Recycling is already imposed by the state on every citizen and company in Spain. Thus, our offices comply with paper, plastic and organic waste recycling, which are the three pillars of waste in our case. We do not produce any metal, glass, or hazardous waste, therefore do not provide any proper disposal on-site. However, proper disposal is offered by local authorities outside of office space.</p>  3.23 20230222_130444.jpg  3.23 20230222_125143.jpg
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ —</p>	<p>The procedure is controlled by our IT department.</p> <p>When using ink and toner cartridges for printing and copying, waste-reducing methods (recycling, refilling) are implemented, whenever feasible by the provider of the service (i.e. Tonerclass) at all Destinations.</p>
<p>3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓ —</p>	<p>A recycling bin for batteries is available in the community space for our colleagues in PMI. The most used batteries are AAA for wireless computer mice or keyboards. Moreover, in Spain, every supermarket has a battery recycling bin where everybody disposes of them. Employees at other Destinations do recycle them on their own and are conscious of this matter</p>

		<p>(supermarkets). Computer batteries are recycled by our IT department.</p> <p>Powercut inverter batteries are not used.</p> <p>Rechargeable batteries are used wherever possible and disposable batteries, including power-cut inverter batteries, are recycled (if locally possible) or properly disposed of in all Destinations.</p> <p> 3.23 20230222_130444.jpg</p> <p> 3.23 20230222_125143.jpg</p>
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Reducing pollution










2



Action			Details
<p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>			<p>We do not treat with wastewater and/or grey water which makes this criteria N/A in all Destinations.</p> <p>The wastewater (toilets and sinks) is treated through the government sewage system: https://www.miteco.gob.es/es/agua/temas/default.aspx</p>
<p>3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless</p>			<p>We do not use chemicals nor do any other tenants of shared spaces or landlords of our rented office spaces, which makes this criterion N/A for all Destinations.</p>

products and processes. All storage, handling and disposal of chemicals is properly managed.

Mobility










5

Action	 	Details
<p>3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	 	<p>Unfortunately, providing more sustainable commuting options is difficult for the Balearic and Canary Islands. Public transport is not as developed as it might be in other places and our staff lives all over the islands, which makes it compulsory to use private transportation (cars, motorbikes, etc.) However, since the current Covid19 pandemic, remote work shifts have been proven beneficial and are still implemented in all Destinations to some degree depending on the utility for the different departments.</p> <p>Working-from-home schedules are regulated through annexes to employee labor contracts evaluated annually and always balanced between the necessity of the company and employee needs. Changed can be applied with a month's notice during yearly periods.</p> <p> 3.31 BOECKMANN CINDY ANEXO TELETRABAJO 01.04.22.pdf</p>
<p>3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	 	<p>Staff-related business travel is not measured. Carbon or Green House Gas emissions are not calculated in any Destinations.</p>
<p>3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset,</p>	 	<p>Carbon or Green House Gas emissions of staff related to business travel are offset through any scheme or methodology offered by the airline.</p>

<p>through a reliable locally available scheme or methodology.</p>		<p>This measure has been implemented on 30.03.22 and communicated to all staff via the intranet (see the image attached).</p> <p>Also, via intranet carbon offset is encouraged through the Myclimate platform (in collaboration with DER Touristik Group).</p> <p>https://dertouristik.myclimate.org/de/offset_further_emissions</p> <p> NEWS CARBON OFFSET.jpg</p>
<p>3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓ ✓</p>	<p>We currently don't stimulate any of our employees with incentives in order for them to choose more sustainable commute options.</p>
<p>3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	<p>✓ —</p>	<p>The current Covid19 pandemic challenged us to try telework, tele/video meetings, and work from home with a minimum of preparational time. As of right now, departments that can work from home easily, do so, however, there exist departments where being together in an office is more manageable.</p> <p>As of right now, home-work is engaged and forming an integral part of our company dynamic in all Destinations.</p> <p>Working-from-home schedules are regulated through annexes to employee labor contracts evaluated annually and always balanced between the necessity of the company and employee needs. Changed can be applied with a month's notice during yearly periods.</p> <p> 3.31 BOECKMANN CINDY ANEXO TELETRABAJO 01.04.22.pdf</p>

Sustainability training and awareness raising





1

Action	 	Details
<p>3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>		<p>The company is centering a great percentage on offering sustainable products, may it be sustainably certified accommodations, excursions, etc.</p> <p>This practice in combination with the training offered through the Travelife portal and the Sustainability Coordinator's periodic guidance is a key measure to implement environmental mindset training.</p> <p>Communication via the Orange HMR app, and email is provided by HR Department and Sustainability Coordinator. We do not offer whole staff training, but try to implement a sustainable company lifestyle every day and push online training.</p> <ul style="list-style-type: none"> <li data-bbox="1025 922 1720 997">  3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf <li data-bbox="1025 1002 1451 1077">  3.36 guia_de_reciclaje_web.pdf <li data-bbox="1025 1082 1720 1157">  3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf <li data-bbox="1025 1161 1720 1236">  3.36 RE_ Formación en Gestión de la Sostenibilidad.pdf <li data-bbox="1025 1241 1406 1316">  3.36 Bienvenida Ulrike!.pdf <li data-bbox="1025 1321 1646 1396">  3.36 2023_03_09 16_38_32_Announcements.png

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Land use and community relations

1



Action			Details
<p>3.37. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.</p>			<p>We do not own any premises in any Destination.</p>

4. Inbound partner agencies

7










Inbound partner agencies

4

Action			Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	We have no inbound receptive agencies.
<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	We have no inbound receptive agencies.
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	✓	✓	We have no inbound receptive agencies.
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	✓	✓	We have no inbound receptive agencies.

Specific conditions

3

Action			Details
<p>4.5. Contracts Written contracts with partner agencies are in place.</p>			<p>We have no inbound receptive agencies.</p> <p>However, all our client/provider/supplier contracts on average have a duration of 12 months or are based on seasonal periods (summer/winter).</p>
<p>4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>			<p>We have no inbound receptive agencies.</p> <p>However, all our contracts may they be clients/providers/supplier contracts, do include an RSC (<i>Responsabilidad Social Corporativa</i> [corporate social responsibility]) which provides for:</p> <p style="text-align: center;"> Compliance with the Law Ban on corruption and bribery Protection of children against sexual exploitation Protection of children against child labour Environmental standards Compensation standards Working conditions Occupational safety Freedom of association </p> <p>We also include the RSC as an annex to contracts that are not based on our templates.</p> <p> DER Touristik Group Policy Statement on Child Safeguarding.pdf</p>
<p>4.7. Labour conditions</p>			<p>We have no inbound receptive agencies.</p>

Partner companies comply with all relevant national laws protecting the rights of employees.

However, all our contracts may they be clients/providers/supplier contracts, do include an RSC (*Responsabilidad Social Corporativa* [corporate social responsibility]) which provides for:

Compliance with the Law Ban on corruption and bribery Protection of children against sexual exploitation Respect for young people's rights Discrimination-free standards Environmental standards Working welfare Occupational safety Freedom of association

We also include the RSC as an annex to contracts that are not based on our templates.



PLANTILLA CONTRATO TRANSFER 2022 _der_.docx



PLANTILLA CONTRATO EXCURSIONES.doc



PLANTILLA CONTRATO COLABORACIÓN 2022 _der_ eng.docx




PLANTILLA CONTRATO COLABORACIÓN 2022 _der_ esp.docx

5. Transport

4

Selecting transport suppliers

3

Action			Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p>Unfortunately, we are not responsible for the transport mode decisions between destinations and do depend on the transport companies at hand. Most of our transportation to our destinations is by plane because we operate on islands. We started operating on the mainland of Spain recently, unfortunately, due to the long haul distance, only plane rides are a suitable fit for arrival. However, wherever feasible we try our best to choose sustainable options, i.e. electric ferry Ibiza-Formentera for 2023 https://www.hosteltur.com/149307_balearia-unira-ibiza-y-fomentera-con-un-ferry-electrico-en-2023.html).</p> <p>Also, please see the attached PDF file which states the collaboration between Lufthansa and DER Touristik in regard to CO2-compensated bookings/flights.</p> <p> co2 neutrale flugreisen der_lufthansa.pdf</p>
<p>5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	✓	✓	<p>We do not have any influence on how clients decide to travel to a departure airport. However, we can influence clients upon arrival upon Destination "if" they were to book a transfer with us.</p> <p>We do not offer connecting flight journeys.</p>
<p>5.3. Local transport</p>	✓	—	<p>Wherever feasible, transport options for transfers and excursions at our Destinations are</p>

In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).

realized in the most sustainable way.

Locally there are some difficulties to choose a "lesser evil" since there aren't enough providers to choose from.

DER Touristik provided all agencies with an Appraisal Tool which has a specific point dedicated only to transport which helps to evaluate sustainability standards. This tool is used by excursion managers as well as by the Excursion and Activities Product Manager for our DMC.

Even though the tool was implemented, its usage is not regulated by the sustainability coordinator, but by the Excursion and Activities Product Manager for our DMC, who supervises all the excursion managers in every Destination of our DMC.



APPRAISAL SPAIN 2021.xlsx

Sustainable packages

1



Action			Details
<p>5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>			<p>DER has implemented a sustainable brochure ("Magalog" [Magazine + Catalogue]with sustainable package offers.</p> <p>At the agency, we use these already tailored packages or create new individualized ones on request.</p> <p>Nevertheless, as an agency, we rely on all the initiatives our Group can offer. If not, it is somewhat difficult to justify cost increases for more sustainable products.</p>

6. Accommodations

11

Accommodations

7

Action	 	Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>	<p>✓</p>	<p>Our Sustainability Policy has a point dedicated to Accommodations.</p> <p>Additionally please find attached Law3/2022 of June 2022 from which I selected the most important points for your convenience:</p> <p><i>The Balearic Parliament has approved Law 3/2022, of 15 June, on urgent measures for the sustainability and circularity of tourism in the islands, which aims to move towards a regenerative impact of tourism activity on the region's territory. To this end, it amends Law 8/2012, of 19 July, on tourism, which introduces a specific title with measures to move towards a circular economy.</i></p> <p><i>Among the amendments to Law 8/2012 (LA LEY 12918/2012), in order to ensure sustainability and circularity, the introduction of a new title with circular economy measures stands out. The ministry responsible for tourism must draw up a strategic plan for circular destinations that identifies the general policy and objectives of the Government of the Balearic Islands.</i></p> <p><i>Likewise, hotel accommodation, tourist flats, and tourist accommodation must draw up a circularity plan, i.e. the document that sets out the priorities and lines of action to integrate planning, consumption and production patterns and circular commitment in their business strategy, and which is made up of the circular assessment and circular planning. Of particular importance in the circularity plan are the priority areas, which are areas that are established as relevant to guidelines of action included in the circularity plan, namely: water, energy, food, materials, and waste.</i></p> <p><i>The text stipulates that all tourist accommodation companies wishing to market themselves or</i></p>

advertise as circular companies must have a **certification** issued by entities duly accredited to grant it.

With regard to modernization and innovation in the hygiene and cleanliness of hotel accommodation establishments in order to improve quality and comfort, it is stipulated that hotels, city hotels, flat hotels, rural hotels, as well as accommodation establishments that have voluntarily obtained a star rating, in accordance with Law 8/2012 and Decree 20/2015 of 17 April, issued in its development, are obliged to carry out **at least one daily room cleaning** and are obliged to ensure that all **beds** in the establishment, except for extra beds, are **mechanically or electronically elevatable**.

On the other hand, room cleaners must be able to raise the bed so that the height at which the bed is raised allows for better cleaning of the floor of the room or the elements on which the bed rests, which will also have an impact on the protection of their **occupational health**.

Article 39 of Law 8/2012 incorporates the figure of **wellness hotels** and grants them the incentive of having up to 50% of the surface area available for the provision of **wellness and beauty services**. This expanding tourist figure combines accommodation and wellness services. In any case, it is also foreseen that new accommodation of this type will be subject to the suspension of the possibility of acquiring tourist places, so that, for the duration of the suspension, the possibility would be for existing establishments to be reconverted.

With regard to the **penalty regime**, it is considered that breaches of the obligations introduced in the tourism legislation by means of the new law require certain modifications to the regime contained in Law 8/2012, of 19 July, which are also addressed. The title that introduces the circularity measures into the law is inserted as Title V, so that the title referring to tourism quality control, which contains the chapters regulating the tourism inspection and sanctioning regime, becomes Title VI, renumbering its articles.

The law also considers that **boat parties and excursions**, where **alcoholic beverages** are consumed, not only affect the health and safety of people, but also have the peculiarity of transferring their negative effects to the sea. To mitigate their negative effects (such as the high and uncontrolled **volume of music and noise** produced by the users themselves), the law modifies

*the 2nd additional provision of Decree Law 1/2020, of 17 January, against excessive tourism to improve the quality of tourist areas, to establish that **no new declarations of responsibility may be submitted** by companies owning tourist or recreational maritime transport vessels that organise **parties or dances on board**, this limitation being maintained until the activity of parties or large-scale events on vessels is regulated.*

*The transition towards the circularity and sustainability of the tourism sector also requires the adoption of a measure of **temporary suspension of the possibility of acquiring tourist places** in order to present new responsible declarations of commencement of tourist activity or communications of expansion, in the Balearic Islands, an issue that is addressed in the first additional provision, for the islands of Mallorca, Ibiza and Formentera, and in the second additional provision for the island of Menorca.*


*The third additional provision establishes a necessary specificity, due to the uniqueness of the island of Formentera, in which **municipal and island competencies** converge.*

*The fourth additional provision mandates the Balearic Institute for Health and Safety at Work to draw up, within one year of the entry into force of this regulation, a **guide of measures and good practices in the area of occupational health**, such as those related to ergonomics or workload in all departments.*

*The fifth additional provision contains a mandate to the ministry responsible for tourism to draw up a **strategic plan for circular destinations**, which identifies the general policy and objectives of the Government of the Balearic Islands to achieve the transition to the circular economy throughout the territory of the autonomous community.*

*The sixth additional provision provides for the creation of the public business entity **Escuela de Hostelería de las Illes Balears**, for the purpose of university teaching in the field of hotel and catering, gastronomy and catering, vocational training in the professional family of hotel and catering and tourism, the training of entrepreneurs and professionals for the company, and the promotion of scientific and technical research in the service of these studies.*

For its part, the final provisions of the law contain, among others, measures related to the

		<p><i>economic reactivation</i> and modernization of tourist establishments; classification criteria, both for stars and keys, and the end of the obsolescence of tourist flat establishments on the island of Menorca.</p> <p>Law 3/2022, of 15 June (LA LEY 13803/2022), came into force on 18 June 2022, at the time of its publication in the <i>Butlletí Oficial de les Illes Balears (Official Gazette of the Balearic Islands)</i>.</p> <p> BOE_A_2022_13846.pdf</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ —</p>	<p>Recently all contracts have been updated with the newest Code of Conduct, RSC clauses, and request to mention if any sustainable certificate is available on the contracted part.</p> <p>Our email signatures do provide information in regard to the Travelife certification and our website for further information.</p> <p>An updated Health & Safety questionnaire is in the works, and a Quality Management Department has been created in order to audit all the accommodations we contract.</p>
<p>6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓ —</p>	<p><i>We partly select hotels for clients:</i></p> <p>If we assume that the agency (Go Vacation Spain) is a supplier, DER (our Group) is a client, and therefore we hire because the client (DER) asks us to do so. If we assume that the agency (Go Vacation Spain) is a provider, a portfolio is created with all available possibilities from which a client (Inhouse Tour Operator or 3rd party client) can choose upon. That is to say, not always the client decides what we hire.</p> <p>The final decision is not always in our hands but whenever possible we put preference on this</p>

topic where influence is possible.

Accommodation certifications in the Balearic Islands are as of now, regulated by the Government. Following the most important statement of the Law for your convenience:

*The Balearic Parliament has approved Law 3/2022, of 15 June (LA LEY 13803/2022), on urgent measures for the **sustainability and circularity of tourism** in the islands, which aims to move towards a **regenerative impact of tourism activity** on the region's territory. To this end, it amends Law 8/2012, of 19 July (LAW 12918/2012), on tourism, which introduces a specific title with measures to move towards a **circular economy**.*

*Among the amendments to Law 8/2012 (LA LEY 12918/2012), in order to ensure sustainability and circularity, the introduction of a new title (now V) with **circular economy** measures stands out. The ministry responsible for tourism must draw up a **strategic plan for circular destinations** that identifies the general policy and objectives of the Government of the Balearic Islands.*



*Likewise, hotel accommodation, tourist flats, and tourist accommodation must draw up a **circularity plan**, i.e. the document that sets out the priorities and lines of action to integrate planning, consumption and production patterns, and circular commitment in their business strategy, and which is made up of the **circular assessment** and **circular planning**. Of particular importance in the circularity, the plan is the **priority areas**, which are areas that are established as relevant to guidelines of action included in the circularity plan, namely: **water, energy, food, materials, and waste**.*

*The text stipulates that all tourist accommodation companies wishing to market themselves or advertise as circular companies must have a **certification** issued by entities duly accredited to grant it.*

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BOE_A_2022_13846.pdf




			 6.3 CERTIFIED ACCOMMODATION AUDIT.xlsx  6.3. Copia de travelife hotel BALEARES ONLINE.xlsx
<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	✓	—	<p>All contracted accommodations do sign a collaboration contract which includes our Terms and Conditions, where you can find our company's Code of Conduct section mentioning all relevant bullet points.</p>
<p>6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	✓	—	<p>In some cases, we select accommodations on behalf of our clients, but in others, we have no influence, thus, this criterion is ambiguous for us which leaves me to select the Not Applicable box.</p> <p>So far, we have not been requested to inform your accommodations about training opportunities.</p> <p>Contractors are instructed to forward any request to the Sustainability Coordinator who will give further information and act as a mediator between Travelife and accommodation.</p>
<p>6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	✓	—	<p>In some cases, we select accommodations on behalf of our clients, but in others, we have no influence, thus, this criterion is ambiguous for us which leaves me to select the Not Applicable box.</p>
<p>6.7. Incentives Incentives are offered to accommodations which engage actively in</p>	✓	—	<p>In some cases, we select accommodations on behalf of our clients, but in others, we have no influence, thus, this criterion is ambiguous for us which leaves me to select the Not Applicable</p>

sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).		<p>box.</p> <p>However, at the moment no incentives are offered even though there have been meetings to analyse the options available.</p>
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Specific conditions

4

Action		Details
<p>6.8. Child and compulsory labour</p> <p>The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	 	<p><i>The SUPPLIER will comply with the fundamental rights of employees defined in current national legislation and will recognize the fundamental labor standards of the International Labor Organization (ILO) including the following themes: forced labor, child and youth labor, any form of discrimination, fair treatment, compensation and working time, safety at work, freedom of association. The SUPPLIER recognizes that he has detailed knowledge of this themes and he fully agrees those details.</i></p> <div style="text-align: center;">  DTS_T_C 3rd_FINAL.pdf </div>
<p>6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage.</p> <p>The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	 	<p>Even preferring such accommodations and establishments by increasing the offer, we cannot guarantee that our clients will actively only choose those ones. In the end, we offer services, and the client chooses between one product or another. However, you can find the following clause in our Terms & Conditions:</p> <p><i>The SUPPLIER must comply with all laws applicable to their business, regardless of whether their compliance is monitored by government authorities. If the provisions of this code of conduct or legal regulations and international agreements deviate from local regulations, the strictest</i></p>

		<p><i>provision will always apply.</i></p> <p> DTS_T_C 3rd_FINAL.pdf</p>
<p>6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓ —</p>	<p><i>The SUPPLIER shall take appropriate steps to ensure that their business operations or premises are not used for the purpose of child prostitution, solicitation of children for sexual purposes, or the production, dissemination, or storage of child pornographic material such as sexual exploitation of children. The AGENCY or CLIENT shall be entitled to terminate the agreement with immediate effect if there are such illegal activities.</i></p> <p> DTS_T_C 3rd_FINAL.pdf</p>
<p>6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>✓ —</p>	<p><i>The SUPPLIER shall comply with national laws, regulations and standards relating to the protection of the environment. They must minimize the possible negative impacts of their business activity on the community, the environment and natural resources and encourage measures to reuse and recycle resources. The SUPPLIER must continually improve environmental protection in their business processes. Procedures and standards for waste management, handling and use of chemical products and other dangerous substances and their disposal, as well as treatment of emissions and wastewater must be respected.</i></p> <p> DTS_T_C 3rd_FINAL.pdf</p>

7. Activities

12

Activities


5

Action		Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	<p>✓</p>	<p>— The Ministry of the presidency, relations with the courts, and democratic remembrance offer an Animal Protection and Welfare Code webpage that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on a national and autonomous community level. Therefore, there is no need to create an inventory of environmentally or culturally sensitive excursions, since all excursion providers are monitored through these national and local laws.</p> <p>Additionally, our Excursions & Activities Manager is revising all our excursion products regularly, supervising any changes in environmental or cultural sensitivities.</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓</p>	<p>— Please consult our Sustainability Policy for a written account.</p> <p>A new job description has been implemented as of last year (Excursion & Activities Manager) which is in charge of analyzing, evaluating, and proceeding with all sustainability standards.</p>
<p>7.3. Suppliers communication</p>	<p>✓</p>	<p>— Recently all contracts have been updated with the newest Code of Conduct, RSC clauses, and</p>

<p>The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>		<p>request to mention if any sustainable certificate is available on the contracted part.</p> <p>Moreover, our email signatures do provide information in regard to the Travelife certification and our website for further information, and our website has been updated, integrating a sustainability tab.</p> <p>Lastly, the role of Excursion & Activity Manager has been introduced in 2022 to monitor products and suppliers according to sustainability standards.</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>	<p>✓ —</p>	<p>Our contract templates include our Group-own Code of Conduct. In the future, we will refer back in our contracts to www.dtservices.travel where all the relevant information can be found. The provider will automatically accept all the conditions upon signature of contract</p>
<p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓ —</p>	<p>There are not enough certified excursions available. Companies just now have raised awareness for sustainability standards.</p>

Specific criteria

7

Action		Details
<p>7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	<p>✓</p>	<p>The company does not offer activities that harm humans, animals, plants, or natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p> <p>Our Code of Conduct which is included in all our contract templates states:</p> <p style="text-align: center;">Corporate Social Responsibility</p> <p>As an international travel company, Destination Touristic Services is aware of the responsibility it has towards host countries, their cultures, and its customers, partners, employees, and society. Corporate governance geared to responsible and long-term value creation is therefore the basis for Destination Touristic Service’s commitment to sustainability. We aim to uphold the very highest standards for corporate conduct and always ensure compliance with them. It acts in an ethical and sustainable manner to ensure that it and its partners protect the interests of society and the environment.</p> <p>The Sustainability Standards for Suppliers specify the requirements demanded of all suppliers, i.e., service providers. Apart from economic criteria, business ethics, compliance with human rights and labor standards, protection of the environment and animal welfare are key criteria we apply in selecting our business partners and assessing new and existing business relationships.</p> <p>The Sustainability Standards are part of our contractual terms and conditions and apply to all regions of the world where we operate. We expect all our business partners and their employees to ensure compliance with these requirements.</p> <p>We shall reserve the right to review compliance with sustainability standards with the help of self-assessment questionnaires and/or audits conducted in the business sites of the supplier. The service provider shall be obligated to support this process.</p> <p>Compliance with the law: Service providers shall comply with all laws applicable to their company, irrespective of whether compliance is monitored by government authorities. That applies to domestic, foreign, or supranational laws, ordinances, conventions, or other regulations. If the provisions in this code of conduct or international legal regulations and conventions deviate from local regulations, the more</p>

stringent provision shall always apply. **Ban on corruption and bribery:** Destination Touristic Services expects service providers to conduct their business in an ethical and responsible manner and compete fairly. Corruption and bribery shall not be tolerated in any form whatsoever. Suppliers must ensure that adequate procedures to avoid conflicts of interest are in place. **Protection of children against sexual exploitation:** Service providers shall take suitable measures to ensure that their business operations or premises are not used for the purpose of child prostitution, to procure children for sexual purposes, or to produce, disseminate or store pornographic material involving minors. Suspicious conduct by guests, employees, employees of a supplier's business partners or other persons that is observed on the premises of the supplier or during excursions or brought to the attention of the supplier must be reported by the supplier to the local law enforcement authorities. Destination Touristic Services reserves the right to terminate the contract with a supplier without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children.

Respect for human rights and compliance with social standards: Service providers shall comply with the fundamental employee rights defined under prevailing national legislation and acknowledge the Core Labor Standards of the International Labor Organization (ILO), considering the laws and legal forms applicable in/at the different countries.

Forced labor: This shall include a ban on forced labor, slave labor or involuntary prison labor. **Child and youth labor:** Service providers must not use child labor. They are urged to comply with the ILO Conventions as the basic standard relating to the minimum age for admission to employment and the prohibition of child labor. Children's development must not be impeded. Their education, safety, and health must not be impaired. **Discrimination:** Service providers must create a working environment that is free of harassment and discrimination and in which all employees are treated with dignity and respect. Discrimination on grounds such as descent, origin, nationality, skin color, religion, ideology, political or trade union activity, gender, sexual orientation, age, handicap, illness, or marital status shall not be tolerated. **Fair treatment:** Harsh and inhumane workplace practices are not permitted. Physical abuse, punishment or the threat of physical abuse or punishment, any type of sexual or other harassment, and other forms of intimidation are prohibited.

Compensation and working time: Service providers shall comply with all prevailing national laws and binding industry standards relating to wages and salaries and fringe benefits. The working hours and non-working times must at






least comply with the prevailing law, the industry standards, or the relevant ILO Conventions, whichever regulation is stricter. Service providers shall ensure that a comprehensible, written contract of employment that clearly defines the terms and conditions of employment in a language the employee understands is concluded with employees before they commence work. Employees must not be asked to lodge security or accept delays in payment of wages. Service providers shall ensure that employees do not pay any brokerage fees to third parties for the conclusion of the contract of employment. **Occupational safety:** Service providers shall ensure health and safety at the workplace at least to the extent defined by applicable national regulations. They shall support continuous improvement measures in the field of occupational health and safety. **Freedom of association:** Service providers shall recognize the right of all employees to **Environmental standards** collectively.

Service providers shall comply with national laws, regulations, and standards relating to the protection of the environment. Service providers shall act responsibly to protect the environment. They shall minimize the potential negative impacts of their business activity on the community, environment, and natural resources and encourage measures to reuse and recycle resources. Service providers are required to continuously improve the protection of the environment in their business processes. In this regard, we view the existence of suitable environment management systems as an advantage.

Procedures and standards for waste management, for the handling and use of chemicals and other hazardous substances and their disposal, and for emissions and wastewater treatment must be observed.

Animal welfare

Animals must be treated as sentient beings and be accorded the necessary respect and protection to ensure their well-being. Animals in captivity must be kept under conditions that are appropriate to their species and allow them to behave normally and must not be abused or forced into unnatural behavior. Suppliers must fulfill the minimum requirements for keeping animals in a manner appropriate to their species.

		<p>However, especially after the pandemic, we are reaching record levels of mass tourism. This is completely out of our hands.</p> <p>This criterion is definitely difficult to fulfill if local, national, European and international sustainability standards do not line up, as well as DER Touristik Group ones.</p> <p>i.e. in the Balearic Islands, there is a very negative impact on cruise tourism which has currently been limited to 3 cruise ships docking the same day with only a few hours to visit the city. Not only do the ships pollute, but all the secondary activities such as transport, excursions, etc. This instant-mass population brings the whole capital to a standstill.</p> <p>There are too many rented cars circulating around the Spanish islands. Famous tourist spots shut down traffic for hours due to visitors. Beaches, don't have time to recover due to too many visitors during peak season, etc.</p> <p>Even though our activities singled out do not have an excessively negative impact on a regular schedule, in high season, every activity counts, to sum up to one big excess of traffic, pollution, massification, and so on.</p> <p> PLANTILLA CONTRATO EXCURSIONES.doc</p> <p> PLANTILLA CONTRATO COLABORACIÓN 2022 _der_ eng.docx</p> <p> CONTRACT TEMPLATES 07.2022.zip</p> <p> DTS_T_C 3rd_FINAL.pdf</p> <p> 7.6 Supplier_Code_of_Conduct_DER_Touristik_Group.pdf</p>
<p>7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national</p>	<p>✓ ✓</p>	<p>The Ministry of the presidency, relations with the courts, and democratic remembrance offer an Animal Protection and Welfare Code webpage that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on a national and</p>

<p>and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>			<p>autonomous community level. Therefore, excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national, and international law. In the case of living specimens of protected wildlife species, these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>
<p>7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	<p>Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilization is sustainable and in compliance with local and national law.</p> <p>The Ministry of the presidency, relations with the courts, and democratic remembrance offer an Animal Protection and Welfare Code webpage that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on the national and autonomous community levels.</p>
<p>7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	<p>The Ministry of the presidency, relations with the courts, and democratic remembrance offer an Animal Protection and Welfare Code webpage that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on the national and autonomous community level. Therefore, excursions that include interactions with wildlife comply with national/local law.</p>
<p>7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	✓	—	<p>There are a series of requirements to be a tourist guide in Spain, among which the following stand out:</p> <p>European citizenship, a visa is not enough. Being of legal age is an essential</p>

		<p>requirement for any profession. To have the credentials issued by the Ministry of Tourism and by the entities of the location where you want to work. Have knowledge of at least two languages in addition to Spanish, in which you must have a minimum level of B1 and B2 and have the certification that supports it. One of the most important requirements to become a tourist guide in Spain is to have the necessary documents to prove your studies in one of the following areas: A degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities or any higher studies in those areas.</p> <p>A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities, or any higher studies in those areas, do include schooling in the specific sustainable areas mentioned before which means that all guides, even before hiring, are trained and skilled to attend tourists at sensitive cultural sites.</p>
<p>7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓ —</p>	<p>Go Vacation Spain includes packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, and visiting social projects).</p> <p>i.e.: stops at local pearl, glass, aloe vera, cheese, and sausage companies/manufacturers/factories are always engaged, including the necessary information to all clients about traditional crafts and local production methods.</p>
<p>7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓ —</p>	<p>Go Vacation Spain includes packages or promotions to clients, excursions, and activities that support the local environment and biodiversity, especially in the Canary Islands:</p> <p>The Timanfaya nature park in Lanzarote includes an entrance fee for its conservation.</p>

The Teide nature park is free of charge, but the excursions organized to visit it offers explanations about the biodiversity, conservation, and formation of the environment. *Loro Parque*, apart from being an "amusement park with animals", is a foundation for the conservation of species such as parrots and orcas. They have a breeding farm, support charitable causes, and offer educational guided tours. *La Laguna* is a UNESCO heritage site and we also offer guided tours of its historic center.

8. Tour leaders, local representatives, and guides



8

Tour leaders, local representatives and guides

8

Action			Details
<p>8.1. Employment conditions</p> <p>The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>	✓	✓	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Welcome meetings are held either by H&R or the local Destination Manager to assure that tour leaders, representatives, guides, and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>
<p>8.2. Living wage</p> <p>Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	✓	✓	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides</i></p>

		<p><i>employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>The minimum wage per agreement is 1330,1€ per month (Spanish law). Both our own Reps and guides, as well as DTS-CH employees get paid above minimum wage.</p>
<p>8.3. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Requirements to be a tourist guide, representative, or Tour leader in Spain, among others are:</p> <p>European citizenship, a visa is not enough. Being of legal age is an essential requirement for any profession. To have the credentials issued by the Ministry of Tourism and by the entities of the location where you want to work. Have knowledge of at least two languages in addition to Spanish, in which you must have a minimum level of B1 and B2 and have the certification that supports it. One of the most important requirements to become a tourist guide in Spain is to have the necessary documents to prove your studies in one of the following areas: A degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities or any higher studies in those areas.</p>

		<p>A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities, or any higher studies in those areas, do include schooling in the specific sustainable areas mentioned before which means that all guides, even before hiring, are trained and skilled to attend tourists at sensitive cultural sites.</p> <p>Source:</p> <p>https://abgt.es/2020/necesidad-de-inscripcion-en-el-registro-driat-habilitacion-de-guia-turistico/06/18/13/40/52/1310/uncategorized/abgt/ https://colegioguiasib.com/la-profesion-de-guia-turistico/</p> <p> TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf</p>
<p>8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	<p>✓ —</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p> Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf</p>
<p>8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism</p>	<p>✓ —</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us</i></p>

sustainability principles.

by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.

As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.

A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities, or any higher studies in those areas, do include schooling in the specific sustainable areas mentioned before which means that all guides, even before hiring, are trained and skilled to attend tourists.

SOURCE:

<https://abgt.es/2020/necesidad-de-inscripcion-en-el-registro-driat-habilitacion-de-guia-turistico/06/18/13/40/52/1310/uncategorized/abgt/>
<https://colegioguiasib.com/la-profesion-de-guia-turistico/>

We also offer all the courses included in Travelife training, even though no guide has ever requested to submit a course, since DTS-CH employees are not managed by local agencies and direct employed guides/ reps are usually 8h contracts, which leave no time for further training.



TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf

8.6. Destination knowledge

Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.



**Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.*

		<p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p><i>In case we do employ a few guides and representatives of our own for 3rd party clients, no other training than the Travelife courses has been promoted up until now.</i></p>
<p>8.7. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Depending on the characteristics of the activity and the type of employee (Tour guide, Representative, Tour leader), different information and/or advice is given to customers.</p> <p><i>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 (see action plan).</i></p>
<p>8.8. Sexual exploitation of children: staff training</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour</i></p>

Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.

leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.

As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.

Sexual exploitation of children is illegal and covered by European law. Thus, no information regarding the topic is provided due to its common sense nature.

However, non-compulsory training is provided for whoever seeks it by **DER Touristik Group** directly, providing not only employees but also its tour operators, hotels, Destination Agencies (DMCs), tour guides, and business partners about children's rights and child safeguarding.

Digitally, Group Policy is forwarded via, intranet (Orange HMR, [Compass](#)) and our websites (either [DER Touristik Group](#) or [DMCs](#))

Therefore, there's no spokesperson for the issue in Spain per se, but official officer Tony Reyhanloo (Tony.Reyhanloo@dertouristik.com) specializes in Human Rights and Child Protection.

(see action plan)



DER Touristik Group Policy Statement on Child Safeguarding.pdf



8.8 orange hmr 2023_03_20 10_53_26_.png



8.8. tony reyhanloo.png







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9. Destinations

4





Selection of destinations



2

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.			We are not yet considering many sustainable aspects in the selection or process of new destinations. Our current goal is to promote sustainable aspects of already existing Destinations.
9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.			Indeed all transport options for any Destination are under annual revision due to contract expirations/renovations. Wherever feasible more sustainable transport is reviewed, however, public transport can only be partially considered, since one of the income streams for the DMCs is transfers.

Local projects and initiatives

2

Action			Details
9.3. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and			We are currently not engaging in any initiatives that improve the relationships between accommodations and local producers, however, we try our best to combine our package deals with initiatives that improve logistics, transport, and quality level.

<p>distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)</p>			
<p>9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	<p>✓</p>	<p>✓</p>	<p>The specific training on forbidden souvenirs knowledge is not part of the minimum requirements of official guide training, thus, it's not feasible to know whether a guide/rep has been schooled in the matter.</p> <p>However, we have included a clause to our excursion contract template in order to prevent misunderstandings with providers, as well as introduced a statement on our webpage: https://dtservices.travel/sustainability/</p> <p>And further information will be included in the Destination Info Leaflet (please see Action Plan).</p> <p> TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf</p> <p> 2023 Contrato plantilla para proveedores de excursiones con cláusulas de responsabilidad corporativa y protección de datos.doc</p>

10. Customer communication and protection




22

2 2

Prior to booking



12


Action			Details
<p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p>	✓	✓	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p><i>As DMC, we are not in direct contact with "end customers" (tourists). The only department in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>We also do not manage de web pages that "end customers" (tourists/clients) use to book services. Bookings are received through IT systems which are connected to the web pages (https://dertouristik-reiseleitung.com/datenschutzerklaerung/ / https://www.dertour.de/privacy/content)</i></p> <p><i>Keeping this in mind, "our clients" (other tour operators, hotels, etc.) receive a Data Protection clause included in our contract templates which is updated regularly.</i></p> <p><i>DER Touristik Group works with its own Data Protection Department (ProData) and forwards</i></p>

		<p>us all updated templates. In case a contract is signed that's not based on our template, we include two Annexes from our side which is firstly the Corporate Social Responsibility (code of conduct) and secondly the Data Protection as mentioned in our contracts.</p> <p>Please note: these documents are under constant revision. Updated documents to justify this requirement might not be up to date.</p> <p> CONTRACT TEMPLATES 07.2022.zip</p>
<p>10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>	<p>✓ ✓</p>	<p>As DMC, we are not in charge of promotional material or marketing communications destined for "end customers/clients" which are always provided by DER Touristik Group directly by the Group Brand management department headed by Lars Bolle, and Isabel Moos (Group Brand Management Manager). We comply with our own Code of Conduct as a global B2B incoming agency.</p> <p> 7.6 Supplier_Code_of_Conduct_DER_Touristik_Group.pdf</p> <p> 10.2 Group Brandmanagement __D_ Group Brandmanagement _ COMPASS.pdf</p>
<p>10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</p>	<p>✓ —</p>	<p>As DMC, we are not in charge of publishing product and price information to "end customers/clients". Product information is collected by Content departments which elaborate "Magalogs"(hybrid format of magazine and catalog). Please see the attachments.</p> <p>As a DMC whose client is another DMC company, Tour Operator, etc. product and pricing are agreed upon through annexes to collaboration contracts and later on introduced into the IT systems used: i.e. https://www.atcom.net/</p> <p><i>(The content Team which is in charge of Spain's content and product information, is not affiliated to Go Vacation Spain SLU. It's a separate company: PMI Guest Services SL)</i></p>

		<p> 10.3 External use_GERMAN_B2C_DERTOUR Green Magalog_Bewusst Reisen_Europa_Nordafrika.pdf</p> <p> 10.03 DTFGMBH_CONTENTTEAMMALLORCA_270323_1111_70.pdf</p>
<p>10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Destination information, including sustainability aspects, is factually correct, balanced, and complete thanks to the content department, which is in charge to collect all information that goes into <i>Magalogs</i> and brochures (online and physical) as well as by the CCiD (Contact Center in Destination), to whom customers can reach out by phone or whats app to acquire any information necessary. Both departments are not locally managed by the DMC but centrally by DER Touristik Group GmbH in Germany.</p> <p>i.e.: https://dertouristik-reiseleitung.com/en/mallorca/</p> <p> 10.3 External use_GERMAN_B2C_DERTOUR Green Magalog_Bewusst Reisen_Europa_Nordafrika.pdf</p>

			<p> 10.03 DTFGMBH_CONTENTTEAMMALLORCA_270323_1111_70.pdf</p> <p> 10.4 Reisebetreuung _ CCiD _Contact Center in Destination_ _ _D_ DER Touristik Köln GmbH _ COMPASS.pdf</p>
<p>10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓</p>	<p>—</p>	<p>We are not directly involved in GHG and carbon emissions because we do not provide airplane transfers.</p>
<p>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓</p>	<p>✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Clients are not informed about the environmental impact of different transport options to reach their destination. However, we included the MyClimate initiative in our DMC website to encourage carbon offset wherever possible.</p> <p>https://dtservices.travel/sustainability/ - What we do at a glance section clicking on: Offset your CO2 emissions now</p>

		 RE_DER TOURISTIK GROUP _ MYCLIMATE.pdf
<p>10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	<p>✓ —</p>	<p>We offer shuttle or private transfers. Local infrastructure is not as developed as to offer efficient sustainable transport.</p>
<p>10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Clients are not informed about the environmental impact of different transport options to reach their destination. However, we included the MyClimate initiative in our DMC website to encourage carbon offset wherever possible: https://dtservices.travel/sustainability/</p> <p>https://dtservices.travel/sustainability/ - What we do at a glance section clicking on: Offset your CO2 emissions now</p> <p>Additionally, you can find it on our travel guide web pages.</p>  10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_



		MYCLIMATE _1_.pdf
<p>10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	<p>✓ —</p>	<p>The MyClimate initiative is included in our DMC website to encourage carbon offset wherever possible: https://dtservices.travel/sustainability/ - What we do at a glance section clicking on: Offset your CO2 emissions now</p> <p>Similar will be found all around our organization's booking/info engines.</p> <p>DER Touristik Group works closely with MyClimate and we encourage not only our clients but also our employees to use the tool as much as possible.</p> <p>Additionally, you can find it on our travel guide web pages.</p> <p> 10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_ MYCLIMATE _1_.pdf</p>
<p>10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	<p>✓ —</p>	<p>Contracting Management (DMC Hotel Contracting)has just received another reminder for feedback in regard to a unified sustainability strategy. Since March 2022, they include a certification obligation.</p> <p>DTHR (franchise/lease/management contracts) has already been working on the issue for 2 years. They already have about 40% of the portfolio certified or in the process.</p> <p>To push the issue further, an incentive program would of course be great. We would be happy to discuss this.</p> <p>Paying for the certification costs or a subsidy would also be a possibility. A special mention to the storyline in the <i>Bewusst Reisen Magalog</i>.</p>

		<p>The advantages of the hotel certification are not only the mention in the green magalogue "Bewusst Reisen", but also a "green leaf" as categorization in all regular catalogs of DTG & online (highlighting positioning in the market), also you can select the certified hotels via a special filter.</p> <p>Furthermore, the hotels naturally save water and energy costs.</p>
<p>10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p><i>This criterion is marked Not Applicable because it is ambiguous for us:</i></p> <p>If we assume that the agency (Go Vacation Spain) is a supplier, DER (our Group) is a client, and therefore we hire because the client (DER) asks us to do so. If we assume that the agency (Go Vacation Spain) is a provider, a portfolio is created with all available possibilities from which a client (Inhouse Tour Operator or 3rd party client) can choose upon. That is to say, not always the client decides what we hire.</p> <p>Yet again, it's a criterion we do not have 100% influence on because if clients request specific products that might not be as sustainable as an alternative, it will always be upon the clients' choosing which product to get.</p>



		Accommodation certifications in the Balearic Islands are as of now, regulated by the Government as mentioned before in criterion 6.3.
10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓ —	<p>https://dtservices.travel/sustainability/ Contracts include specific clauses and mentions. Current email signatures include the phrase indicated for Travelife engagement:</p> <p><i>We are a member of Travelife and we have started the process to work step by step toward complying with international sustainability standards.</i></p>



After booking and during holidays






Action	 	Details
10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓ —	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p>

<p>10.14. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓</p>	<p>— *Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</p> <p>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>— *Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</p> <p>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</p>
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓</p>	<p>✓ *Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</p> <p>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides</p>

		<p><i>employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>A contact person and permanently reachable telephone number are available for emergencies and can be facilitated in either of these ways:</p> <ul style="list-style-type: none"> - Upon booking, the corresponding tour operator hands out the information - Customers who visit the airport counter are either informed or handed out an info card (see attachments) <p>Even though this information is available, it's ultimately the customer's responsibility to pay attention to this matter.</p> <p> 10.16 tour operator contact info _1_.jpg</p> <p> 10.16 tour operator contact info _2_.jpg</p>
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>At the DMC level, we have a written document regarding Crisis Management, as well as an appointed Crisis Management Coordinator, (Cindy Böckmann) who is in charge of all communications between the DMC level and tour operators.</p>



		<p>In the case of customer emergencies, you can find training in the official guide training content when it comes to our own employed guides/ reps.</p> <p>We assume that DTS-CH colleagues are trained and informed internally into which we have no insight.</p> <p> TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf</p> <p> 10.17 2019 05 Guidelines DMC Crisis Management engl.pdf</p>
<p>10.18. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	<p>-- --</p>	
<p>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✗</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Customers are not directly informed about commercial, sexual, or any other form of exploitation and harassment.</p> <p>However, upon booking, the corresponding tour operator hands out information that, due to our DMC nature, is not available to us. Additionally, customers who visit the airport counter are</p>

		<p>either informed or handed out an info card (see attachments) which directs to our rep/guide webpage, including a "Compliance & Conduct" tab: https://dertouristik-reiseleitung.com/compliance-verhalten/ which explains main Conduct & Compliance topics as well as redirecting to relevant Group protocols.</p> <p>Even though this information is available, it's ultimately the customer's responsibility to pay attention to this matter.</p> <p> DER Touristik Group Policy Statement on Child Safeguarding.pdf</p> <p> 10.16 tour operator contact info _1_.jpg</p> <p> 10.16 tour operator contact info _2_.jpg</p>
<p>10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✗</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>The specific training on forbidden souvenirs knowledge is not part of the minimum requirements of official guide training, thus, it's not feasible to know whether a guide/rep has been schooled in the matter and therefore, customers are not informed about the applicable legislation.</p>

			Further information will be included in the Destination Info Leaflet (please see Action Plan).
10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	-	-	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p>
10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	Clients are provided with the transport options we offer them, thus, do not choose their transport. In turn, we try our best to hire the most sustainable transfer provider available. (See Action Plan)
10.23. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).	✓	-	Clients are not encouraged to donate to a local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects) up until now. (See Action Plan)

After holidays



Action	 	Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Eventually, customer satisfaction is systematically monitored and the tour operators take corrective actions. (see action plan)</p>
<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p>

		<p>Eventually, customer satisfaction is systematically monitored by the tour operator. We do not have insight into the questionnaire therefore we can only speculate if sustainability is a part of the questionnaire (see action plan)</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p><i>*Our Group provides all DMCs with a specialized company in Switzerland, which manages Tour leaders, Guides, and Representatives for all Destinations. In addition to those employees sent to us by the headquarters in Switzerland, we employ a few guides and representatives of our own for 3rd party clients.</i></p> <p><i>As a receptive B2B company, we do not have any contact with the final client. Those are all attended by corresponding tour operator staff (i.e. DER, Apollo, Thalasso, etc). Reps/guides employed directly by us, are handling clients from 3rd party tour operators, hence, those guides/ reps use the uniform of/and act in the name of that 3rd party tour operator (i.e. Thalasso, Apollo, Exim, etc.), thus, no direct customer contact is held by Go Vacation Spain.</i></p> <p>Complaints are systematically monitored and can be assessed through a tool by the tour operators to take corrective actions if feasible. (see action plan)</p>