

Sustainability Action Plan

Action Plan

GO VACATION SPAIN SLU

Introduction

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

Overview

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

Status overview: 04-08-2023

Criteria involved: 34

Criteria with all tasks completed: 20



Tasks involved: 64

Tasks completed: 48



Sustainability coordinator: Cindy Böckmann

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

Staff hours planned: 234

Financial resources planned: 50000 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Engagement of company

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

1.1 Sustainability coordinator

A. Sustainability Coordinator Recruitment ✓

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

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

1.2 Mission statement

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

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

Cindy Böckmann; 08-10-2021 / 03-05-2023 0 0

Social cooperation

1.4 Collaboration

A. TRAVEL4IMPACT NETWORK ENROLLMENT 2022 ✓

Cindy Böckmann; / 31-07-2022 0 0

<https://corporate.amadeus.com/en/sustainability/social-responsibility/travel4impact-network>

B. Social Cooperation ✓

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

Cindy Böckmann; 05-08-2021 / 04-10-2023 0 30

C. Reaching out: Collaboration ✓

Making contact, networking and consulting with others in order to find different collaborational platforms, as in PMI: sostenibleXXI.es; xarxahotelessostenibles.es etc.

Cindy Böckmann; 23-08-2021 / 31-12-2021 0 30
Anke Kremmling;
Thomas Fabian;

D. WEBINAR: Business and climate change: how to manage risks and opportunities', by Ángela Cámara ✓

Forwarded an invite from the Canary Tousim Council to a Webinar conducted by Ángela Cámara and organized by the Government of Canary Islands, which will be hold on Friday 29 October, from 9.30 am to 11.45 am. The central presentation will be given by Ángela Cámara, head of environment and equality at the United Nations Global Compact Spain, and will be entitled 'The private sector in the face of SDG 13, how to align your strategy with the climate challenge'. The session is part of the awareness-raising and training activities on the 2030 Agenda for Sustainable Development and its 17 Sustainable Development Goals (SDGs). The plan includes a series of online seminars

Cindy Böckmann; 29-10-2021 / 29-10-2021 0 3

focused on the business sector and which, under the generic title 'Agenda 2030 and Business', have been developed since last March in collaboration with the United Nations Global Compact Spain. The meeting will end with the participation of two Canary Islands companies that will share with all attendees their experience in incorporating the 2030 Agenda and the SDGs in their business strategy, with special reference to SDG 13. https://www3.gobiernodecanarias.org/cpji/gestionconocimiento/_recursos/infografias/617259fb5ac7850dd6f7c7e/genially.html

E. Travel4Impact Network- Application Form ✓

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

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

F. Participation in "Healthy SME" awards 2023 ✓

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

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





1.5 Exchange of experiences

A. Social Cooperation ✓

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

Cindy Böckmann; 05-08-2021 / 04-10-2023 0 0

Destinations.

<p>B. Exchange of experiences </p> <p>the Destination Touristic Services website will relaunch soon with an easy to browse around and an extra tab under the label of Spain only dedicated to Sustainability. News, Plans, Policies, Activities etc. will be posted at convenience. The annual Destination Management Week will include a section (halfday) in regards to sustainability in form of meetings, seminars or workshops.</p>	Cindy Böckmann;	27-08-2021 / 31-01-2022	0	15
<p>C. Meeting with Debora Morisson from Fundación Palma Aquarium </p> <p>Debora requests a meeting date to see what synergies we could have. She would also like to show the work Fundación Palma Aquarium does in sea turtle rescue and recovery, as well as the shark conservation project. https://palmaaquarium.com/en/conservation/palma-aquarium-foundation/</p>	Cindy Böckmann;	19-10-2021 / 20-10-2021	0	2
<p>D. GROUP LUNCH BREAK - SUSTAINABILITY & DER TOURISTIK FOUNDATION </p> <p>Uli Braun (Director Corporate Responsibility and DER Touristik Foundation) has scheduled a Zoom meeting which will provide insights into DER's sustainability agenda, strategic initiatives and how sustainability is implemented within the DER Touristik Group. Also, the charitable commitment of DER Touristik Foundation will be presented and the projects realized worldwide with partners. The meeting is schedules for 04.11.21 at 12PM CET and has been cascades through all Go Vacation Spain and Der Touristik Service's employees.</p>	Cindy Böckmann;	25-10-2021 / 02-11-2021	0	2
<p>E. Meeting with Debora Morisson from Fundación Palma Aquarium (update) </p>	Cindy Böckmann;	25-10-2021 /	0	1

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

1.6 Donations

<p>A. Identify initiatives to support either financially, in-kind or both ✓ Research and provide examples for nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. which could be supported by GVS by financial or in-kind contributions (e.g. volunteering).</p>	Cindy Böckmann;	11-08-2021 / 14-08-2024	0	80
<p>B. Selection of a suitable Cause ✓ After inquiring our company colleagues we discovered their already engaged in the following: - Local flock of cats - control, esterilization, estabilization (PMI) - (PMI) -(PMI) -(PMI) - www.travelwithoutplastic.com. (LPA) - https://hsjdlaspalmas.sjd.es/ (LPA) - www.pequevaliente.com (LPA)</p>	Cindy Böckmann;	27-08-2021 / 28-12-2022	0	40
<p>C. Meeting with Fundació Palma Aquarium ✓ https://palmaaquarium.com/en/conservation/palma-aquarium-foundation/</p>	Cindy Böckmann;	20-10-2021 / 20-10-2021	0	0
<p>D. Initiative Research by Excursion & Activities Spain Product Manager Our Excursion & Activities Spain Product Manager Maria Sampedro is currently engaged in analyzing how to engage in donations, support to nature protection etc.</p>	Maria Sampedro;	21-11-2022 /	0	0
<p>E. Donations procedure at DMC-level We are studying the possibility of adding to the excursions we offer actions that</p>	Maria Sampedro;	03-04-2023 /	0	0

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

Baseline assessment

1.7 Overview partners/suppliers

A. Cascade New Contract Templates ✓	Cindy Böckmann;	04-10-2021 / 31-12-2021	0	0
B. Create Sustainability Clause ✓ A sustainability Clause will be created, approved and added to our contract templates.	Cindy Böckmann;	04-10-2021 / 31-12-2021	0	0
C. Request Sustainability Status ✓ By sending an email to clients and providers, we start to create a internal database.	Cindy Böckmann;	04-10-2021 / 31-10-2021	0	0
D. Including Sustainability Tab in operational systems Promoting the idea to include a sustainability tab in operational systems such as CORE/STS/ATCOM which are used at the DER Touristik Group level, to	Cindy Böckmann;	29-12-2022 /	0	0

facilitate supplier/partner certification audits in order to automatize and cascade the audit workload.

E. Implement overview process for partners and suppliers (Hotel) by Go Vacation Spain (3rd Party) purchasing Implementation of a system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.	Cindy Böckmann;	03-04-2023 /	0	0
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Policy

1.9 Sustainability policy

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

1.10 Communication

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

B. Policy is revised by Destination Managers ✓

In our weekly Destination Manager Meeting, the new Sustainable Policy has been attached for revision.

Cindy Böckmann; 19-10-2021 / 28-10-2021 0 0

C. Website launch and upload of documents ✓

New interface of our DMC website has been launched. Waiting for final approval from head office and possible instructions from our Travelife trainer to upload a final version of our Action Plan and Sustainability Policy

Cindy Böckmann; 23-11-2022 / 30-11-2022 0 0

External reporting and communication

1.16 Public reporting

A. Add Travelife report ✓

Travelife developed a «widget» that gives suppliers and customers direct access to reporting sections, which will show up as «pop-ups» on our website. However, due to the structure of our website, it is more feasible to add the report as a PDF.

Cindy Böckmann; / 02-05-2023 0 0

B. Coordinate with Sustainability Coordinators the website's relaunch ✓

The Destination Touristic Services website does not only manage Spain, but many other Destinations which means that public reporting depends on the availability of the Sustainability Coordinators from: AUSTRIA GERMANY

JULIA SCHUMANN; Cindy Böckmann; ongoing 0 0

ITALY SLOVENIA SWITZERLAND BULGARIA CROATIA CYPRUS
DOMINICAN REPUBLIC EGYPT GREECE SPAIN TUNISIA TURKEY
UNITED ARAB EMIRATES

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

2. Internal management: social policy & human rights

Social policy and human rights

2.19 Measuring employee satisfaction

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

Procurement

3.2 Sustainable purchasing

A. Implement sustainable purchasing ✓ Implement purchasing policy, which favors sustainable suppliers and products,	Cindy Böckmann;	30-09-2021 /	0	0
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whenever these are available and of sufficient quality.

Energy

3.10 Energy reduction policy

A. Energy reduction checklist ✓

This criterion refers not only to energy consumption monitoring but your policy on energy reduction and according to behaviors. Again, for larger companies with several offices, it is essential to have a written policy and bring it to life by employees following the guidelines on energy reduction in the office. The procedure takes shape as a checklist for all employees on how to save energy at Go Vacation Spain.

Cindy Böckmann; 03-05-2023 / 31-05-2023 0 0

3.14 Energy efficient lighting

A. Efficient energy project: request for installation of LED's ✓

Requested review of cost estimation since we found more competitive solutions.

Cindy Böckmann; 10-11-2021 / 31-12-2021 25000 1

B. Efficient energy project: request for installation of LED's ✓

Got into contact with Atic. Atic specializes in LED installations. They provided us with an energy audit and an estimation of costs for the installation (at first only head office - Destinations will follow after successful negotiations).

Cindy Böckmann; 10-11-2021 / 30-11-2021 25000 3

C. Restart of energy efficient lightning topic

After all office management issues have been dealt with, we will pick up where we left the topic of LEDs in our offices where feasible.

Cindy Böckmann; 03-07-2023 / 0 0

Water

3.19 Water reduction policy


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

Waste management

3.22 Waste legislation

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

B. Internal Management - Requirement appliance 

Destination offices' deadline is set to implement all compulsory requirements and as much of the non-compulsory by head office.

Cindy Böckmann; / 28-02-2022 0 0

3.23 Waste reduction

A. Publishment of Sustainability Policy and annexes 

In order to communicate all our actions, goals, and to-dos, as well as responsibilities, I hope to be able to get the complete Sustainability Policy approved for distribution.

Cindy Böckmann; 08-03-2023 / 31-12-2023 0 0

3.25 Plastic water bottles


A. Insist on Aquaservice to get availability of service in FUE, LPA, ACE

Aquaservice has been contacted but only provides TCI with its services in the Canary Islands. These monthly requests are sent to enquire about the situation for the other islands.

Cindy Böckmann; 21-07-2023 / 0 0

Reducing pollution

3.30 Pollution reduction policy

A. Contact contracted cleaning companies 

Cindy Böckmann; 01-10-2021 / 0 0

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

31-12-2021

Mobility

3.32 Business travel emission

A. Monitoring of business travel emission

Since we implemented the offsetting action, records will be kept for 2023 in order to monitor its development over time.

Cindy Böckmann; 03-05-2023 / 12-01-2024 0 0

3.33 Business travel carbon offset

A. MANAGEMENT MEETING IN REGARDS OF BUSINESS FLIGHT

CARBON OFFSET ✓

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

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

Sustainability training and awareness raising

3.36 Staff environmental training and information

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

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

BULLET 3.11 TO 3.17 ARE APPLIED SUCCESSFULLY. MEETING IS RECORDED VIA TEAMS AND WILL BE ACCESSABLE VIA IRANGE HMR TO REWATCH

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

Accommodations

6.2 Accommodation communication

A. Relaunch of websites with the new brand image ✓

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

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

6.7 Incentives

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

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

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

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

specific incentive programm for DER and all DMC's.

Specific conditions

6.8 Child and compulsory labour

A. Implementation of new DMC SCoC

19-07-2023 / 0 0
31-01-2024

Implementation has been initiated in JULY2023 into all accommodation contracts. This action is fulfilled by all Contracting Managers and only supervised by the Sustainability Coordinator

7. Activities

7.1 Activities offered

A. Finalize complete list of excursions for PMI

Maria Sampedro; 26-07-2023 / 0 0

Except for Mallorca, for which I have not yet managed to obtain a complete list, all destinations have a portfolio of excursions analyzed, and checked, with the list of insurances and documentation double-checked, and with the excursions audited by the E&A Manager.

7.4 Distribution of codes of conduct/guidelines for sensitive excursions or activities.

A. Include information of specific CoC's

Cindy Böckmann; 19-07-2023 / 0 0
Maria Sampedro; 31-07-2023

Make specific CoC's available digitally to all suppliers.

Specific criteria

7.6 No excessive negative impact activities

A. Creation of a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion.	Maria Sampedro;	25-07-2023 /	0	0
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7.12 Supporting environmental and biodiversity protection

A. Balearic Islands and Mainland info to be reported ASAP	Maria Sampedro;	26-07-2023 /	0	0
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8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides


8.3 Qualification and training

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

A. Informing DTS-CH Managing Director and company  Jürgen Heiss, as well as all the DTS-CH team has been informed via email of	Cindy Böckmann;	16-08-2022 / 16-08-2022	0	0
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our Travelife endeavor, as well as our Sustainability policy and any other relevant document. We have requested compliance which has not yet officially confirmed.

<p>B. Informing about Travelife - Sustainability Policy through intranet - Orange HMR </p> <p>All employees of Go Vacation Spain (DER Touristik [Spain] and DER Touristik Services (DER Touristik Holding located in Palma de Mallorca as well) are informed via Orange HMR (Orange Buzz) intranet in regard to our endeavours in sustainability.</p>	<p>Cindy Böckmann;</p>	<p>16-08-2022 / 16-08-2022</p>	<p>0</p>	<p>0</p>
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8.7 Customer communication

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

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

Local projects and initiatives

9.4 Forbidden souvenirs

A. Clause 9.1. Souvenirs will be added to excursion contract template ✓

THE SUPPLIER does not promote the purchase of souvenirs that may involve the mistreatment of flora or fauna of endangered species, such as those listed in the CITES or IUCN lists, and any type of product prohibited by the applicable laws in force in the territory, such as drugs or protected historical or archaeological objects.

Maria Sampedro; ongoing 0 0

B. Inclusion of statement in regard to souvenir handling and promotion will be added to our website. ✓

Which states as follows: "We do not promote the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artifacts, drugs, or illegal substances, and abide by local and international laws in place to prevent this, whilst expecting the same procedure from all our providers."

Cindy Böckmann; ongoing 0 0

10. Customer communication and protection

Prior to booking

10.8 GHG / Carbon offset information

A. Response from Corporate Responsibility department:

Das finde ich gut, und es spricht vermutlich nichts dagegen, wenn unsere Unternehmenseinheiten auf die Kompensationsplattform verlinken. Ich höre noch mal bei MyClimate nach. Viele Grüße, Christian

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

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