

# Sustainability report - 2023

## GO VACATION SPAIN SLU Travelife Partner



# Content

1. Reporting context	3
2. Company data	5
3. Introduction	6
4. Mission statement & policy	7
5. Assessment overview	8
6. Detailed overview	9

# 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](mailto:cindy.boeckmann@dtservices.travel)

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

### **Sustainability coordinator**

Cindy Böckmann

[cindy.boeckmann@dtservices.travel](mailto: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	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	36 <span style="color: red;">1</span>
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	26



# 6. Detailed overview

## 0. Company characteristics

10

### Contact details

1

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

### Organization structure

1

Action			Details
0.2. Awards			There are no other relevant awards or certifications available to Go Vacation Spain from the last 5 years.

### Brands, products, and/or services





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Action	☰	☑	Details
<b>0.3. Nature of business</b> Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator, Travel agency (corporate), Online Travel Agents (OTA's ), MICE
<b>0.4. Sensitive activity types</b> Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	
<b>0.5. Passenger number</b> Estimate the number of passengers your company accommodates annually	✓	✓	>50000
<b>0.6. Tourism types</b>	✓	✓	Sun and Beach tourism, City trips, Meetings, Incentives, Conferences and Events (MICE), Round tours
<b>0.7. Target groups</b>	✓	✓	Young people, Families with children, Business people
<b>0.8. Destinations</b>	✓	✓	





## Personnel

1

Action			Details
0.9. Number of employees			101 - 500

## Public communication

1



Action			Details
0.10. Brands under Travelife scope			

# 1. Sustainability management & legal compliance

16

## Engagement of company

3

Action		Details
<p><b>1.1. Sustainability coordinator</b> A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	<p>✓</p>	<p>✓</p> <p>Cindy Böckmann</p> <p> DPT _ PERSONAL ASSISTANT _ SUSTAINABILITY COORDINATOR _ CRISIS MANAGEMENT.pdf</p>
<p><b>1.2. Mission statement</b> A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓</p> <p><b>Vision &amp; Mission Statement</b></p> <p>As part of the DER Touristik Group, Go Vacation Spain's Mission Statement is based on a shared vision, purpose, values, and principles.</p> <p><b>OUR VISION</b></p> <p>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.</p> <p><b>OUR MISSION</b></p> <p>We make a difference by working together, and helping our customers' holiday dreams come true. Together, we ensure that every holiday is <i>THE</i> holiday. The way we treat each other, our</p>


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.

**OUR PRINCIPLES** 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 ways to transform the way we operate and are happy to disrupt the status quo 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 behavior, ensuring compliance at all times. We act ethically and sustainably to ensure we and our partners protect the interests of society and the environment.

**OUR RESPONSIBILITIES** As a travel company, DER Touristik Group with its Destination Management Company Network (including Go Vacation Spain) is aware of its responsibility 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 ethically and sustainably 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 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. 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










		<p>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. <a href="#">DER Touristik Foundation</a>)</p> <p><a href="https://dtservices.travel/about-us/">https://dtservices.travel/about-us/</a></p>
<p><b>1.3. Trained sustainability coordinator/team</b> 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>To cover specific requirements according to departments, escalate actions, implement monthly follow-up meetings, etc. active communication between the Sustainability Coordinator and the high to medium management (Destination Managers, Managers, and Heads of departments) is conducted once every two weeks Management Meetings.</p> <p>We do not officially have a Green Team, however, the implication of the following person/s is/are in line with the definition of such a team:</p> <p><del>Management Department (Managing Director)</del> Destination Manager, Spain          Product Manager, <i>Maria Sampedro</i>: Supervision of Excursions &amp; Activities and support with Guides &amp; Reps. HR Department IT Department</p> <p>Company learning monitor          No workshop information for this company</p> <p> BOECKMANN CINDY TRAVELIFE SUSTAINABILITY MANAGER.pdf</p>

		 CINDY BOECKMANN 21.07.21 travelife tour operation and sustainability.pdf  BOECKMANN CINDY SUSTAINABILITY MANAGEMENT.pdf
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## Social cooperation

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Action		Details
<p><b>1.4. Collaboration</b> The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>		<p>Unfortunately, there are no such collaboration opportunities available at the moment. However, the company engaged in any workshop, initiative, etc. available and feasible.</p> <p>Nomination for the CAEB PYMES SALUDABLES (Balearic Islands): <a href="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/">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/</a> Applied for Travel4Impact Collaboration with Inhouse Tour Operator Companies: DT-DE, Apollo, and Helvetic (for instance) holding support and informative meetings Actively engaged with the <i>Turismo de Canarias</i> channels.</p>  Travel4Impact Network_ Application Form confirmation_evaluation.pdf  FW_ Webinario sobre sostenibilidad 29.10.21.pdf  TRAVEL4IMPACT NETWORK 2022 20.07.22 SUB.pdf  Travel4Impact_denied_2022.pdf  1.4 Candidatura_PremiosPYMESALUDABLE2023.pdf


		<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><b>1.5. Exchange of experiences</b> 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><b>Helvetic Tours /Kuoni CH:</b> Regular exchange with Corporate Responsibility Coordinator Nicole Strassner <b>Apollo:</b> Exchange with Johan Mägi (Commercial Development Director/Deputy Commercial Director) and Linda (Regional manager Gran Canaria) <b>DER Touristik GmbH:</b> Regular exchange with Lisa Jansen, DMC Projects DER Touristik Group <b>Turismo de Canarias:</b> Canary Island's tourism council holds webinars regularly which are attended at convenience and informed by email new sletter: <a href="https://www.grancanaria.com/turismo/es/area-profesional/gran-canaria-destino-turistico-sostenible/">https://www.grancanaria.com/turismo/es/area-profesional/gran-canaria-destino-turistico-sostenible/</a></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</p>



		<p>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><b>1.6. Donations</b> The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).</p>	<p>✓ —</p>	<p><a href="#">DER Touristik Foundation</a> is supporting charitable projects as part of the DER Touristik Group. Guests can visit these projects on excursions and can donate online.</p> <p>Since 2014, we've shown lasting commitment to less-developed tourist destinations through the DER Touristik Foundation by</p> <p style="padding-left: 40px;">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</p> <p>At the DMC level, Maria Sampredro (Excursion &amp; Activities Product Manager) is evaluating several options in assessment with the Destination Management Board and local Excursion Departments at each Destination (see action plan), however, donations even if collected by the DMC, are always handled through the DER Touristik Group Foundation, and not on DMC level.</p> <p>i.e.:There has been a donation made from DMC Spain to the DER Touristik Foundation in June 2023 (see attachment).</p> <p> 1.6 Añadir acciones de sostenibilidad a excursiones.pdf</p> <p> 1.6. DONATIONS 28.06.23.pdf</p>

## Baseline assessment





2

Action		Details
<p><b>1.7. Overview partners/suppliers</b> 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>✓ —</p>	<p><i>By 2024 the new Supplier Code of Conduct will be implemented and a part of all DER Touristik contracts as a REWE goal.</i></p> <p><b>Hotel suppliers DER Touristik Germany purchase (63% of business):</b></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 &amp; Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="padding-left: 40px;">Franchise Agreements Cooperations &amp; Marketing Services Agreements Managed &amp; Pacht &amp; owned Hotels</p> <p>The SCoC 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><b>Suppliers of DMC Spain: 3rd Party business is estimated at 11%</b></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><b>1.8. Baseline assessment</b> 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>✓</p>	<p>✓</p>	<p>No internal system for a baseline assessment exists, however, the complete <b>PLANNING&amp;REPORTING</b> Tool requirements are answered in a trustworthy manner, separating wherever possible all answers which might need evaluation due to the multiplicity of Group Companies involved:</p> <p>DER Touristik (90%)          DER Touristik (90%)          DTS-CH Stakeholder Exchange For Reps &amp; Guides Group (11%)          Apollo: Nordic Group          DER Touristik Group Third-Party business (11%)</p>
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## Policy






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Action			Details
<p><b>1.9. Sustainability policy</b> 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 &amp; safety aspects.</p>	<p>✓</p>	<p>✓</p>	<p>In order to not dup/replicate documents, please check all relevant documentation, as well as the requested Sustainability Policy on our webpage: <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p>
<p><b>1.10. Communication</b> 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>✓</p>	<p>✓</p>	<p><a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p>  orange buzz entry.png   linked in post.png         </p>

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## Action plan







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Action		 Details
<p><b>1.11. Action plan</b> The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>		<p>Our action plan is based on the <b>ACTION PLAN</b> Tool provided by Travelife.</p> <p>The latest version can be found on our website as well: <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a> (see tab: actions to become more sustainable: Sustainability Action Plan Spain)</p> <p>  action_plan_26.07.23_DMC_Spain.pdf         </p>
<p><b>1.12. Staff involvement</b> 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> <p>Monthly Teambuildings are held whit 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.</p>

-  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






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Action			Details
<p><b>1.13. Monitoring and evaluation</b> The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	✓	✓	<p>Usage of Travelife Action Plan 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 as well as our national intranet. Monitor via one-on-one interviews and feedback</p>
<p><b>1.14. Staff Communication</b> 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 (preferably) are sent through our own national Intranet, via email, and DER Touristik Group Intranet, Compass (internationally).</p> <p>Some information is posted through our HR management tool Orange HMR, which might be substituted through an integrated SharePoint tool to be available through our national intranet.</p> <div data-bbox="1025 1066 1612 1369">  Group V_M_CEO Brief_dt.pdf   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 </div>

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## External reporting and communication

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Action			Details
<p><b>1.15. Travelife reporting</b> The company reports its progress via Travelife at least every two years.</p>	✓	✓	<p>This report was first 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.</p> <p>Ever since a few updates have taken place, and as of 03.05.23, we are on hold for another revision from our Travelife Coach.</p> <p>As of 26.07.23, the report and action plan have been updated and are still on hold for the final revision of our Travelife Coach, or to assess whether to take the first audit for Travelife Partner status or to conduct more assessments.</p> <p> Sustainability_report_GO_VACATION_SPAIN_SLU_26_07_2023.pdf</p>
<p><b>1.16. Public reporting</b> The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>RSC Policy, Report, and Action Plan have been made public on our website: <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p> 1.16 dtservices.travel website Newsfeed.pdf</p> <p> orange buzz entry.png</p>



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## 2. Internal management: social policy & human rights





22


### Social policy and human rights







19




Action			Details
<p><b>2.1. Freedom of association</b> Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>	✓	✓	<p>The DMC complies with freedom of association. We do not hinder trade union membership. Nevertheless, our company cooperates with no active unions since it has not been requested from the employee or employer side. Also, staff membership is not known or requested by employment since its a non-compulsory factor.</p>
<p><b>2.2. Collective labour agreement</b> 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><b>General Labour Agreement encompasses the rights of every employee/worker indifferent to the working space.</b></p> <p><b>Collective labor agreement for Travel Agencies:</b> Dated 2022.</p> <p>The company is a member of <a href="#">AVIBA</a> (Agrupación Empresarial de Agencias de Viajes de Baleares) which is a corporation of companies in the Balearic tourism sector. It includes all travel agencies that believe in corporatism and that seek, through this union, to protect their general interests before all the centers of decision and power:</p> <p>AVIBA promotes and defends the business interests of travel agencies. AVIBA maintains relations with public and private organizations and entities. AVIBA acts as a channel and ensures that the voice of travel agencies is heard. AVIBA attends to the</p>





		<p>needs that may arise at the start of company activity (process registration, opening permits, etc.), or throughout a professional career, and guarantee a useful and efficient service. AVIBA defends travel agencies' interests before the institutions of the Balearic Islands (Town Councils, Councils, and the Government) through active participation in the convened working committees. AVIBA ensures solidarity among AVIBA members, defend professional ethics, and professional interests, and works to prevent intrusion. We keep our members permanently informed on issues related to the tourism industry.</p> <p> BOECONVENIOAGENCIAS2022.pdf</p> <p> BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf</p>
<p><b>2.3. No forced labour</b> 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><b>2.4. HR Manual</b> 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</p>







			<p>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> <p> 2.4. HR MANUALS _2_.png</p>
<p><b>2.5. Formal contracts</b> 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 in 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><b>2.6. Living wage</b> The company pays employees at least a living wage which is equal to or</p>	<p>✓</p>	<p>✓</p>	<p>In our standard employment contracts, the salary/wage is mentioned.</p>

<p>above the legal minimum.</p>		<p>The mentioned living wage is above the legal minimum defined by Spanish Law for all DMC employees.</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 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><b>2.7. Overtime</b> 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>There is no specific clause in our standard contracts in regard to overtime. Overtime is usually registered either by Orange HMR Time Tracking or in accordance with department heads which do supervise their corresponding departments. Oftentimes, overtime can be given back "immediately" (if during normal business hours) as a leave. If overtime occurs off business hours or is just too high to grant an equal times leave, department heads inform Head Office (General Management and HR) to kindly note the overtime and pay the corresponding part in the coming monthly paycheck.</p>

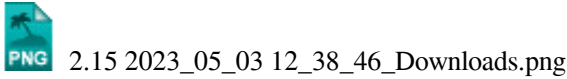
			 2.7 2023_03_06 13_41_14_Time Tracking _1_.png  2.7 2023_03_06 13_41_14_Time Tracking _2_.png  2.7 2023_03_06 13_41_14_Time Tracking _1_.xlsx
<p><b>2.8. Medical insurance</b> The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓</p>	<p>✓</p>	<p>The DMC 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>  Presentacion Go Vacation Spain SL PYMES DIGITAL.pdf  NOMINA EJEMPLO CB.pdf
<p><b>2.9. Liability Insurance</b> The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>—</p>	<p>Certificate of Insurance Public and Product Liability - FIATC</p>  2.9. LIABILITY INSURANCE 20006641 GO VACATION SPAIN POLIZA REN 855023176 FIATC 2022.pdf
<p><b>2.10. Holiday / Annual leave</b> The employees have the right to a fixed yearly paid holiday (at least in</p>	<p>✓</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</p>

<p>compliance with the legal requirements).</p>		<p>under the sixth clause.</p> <p> contrato muestra _CB_.pdf</p>
<p><b>2.11. Sick Leave</b> 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> Poliza00000714245.pdf</p>
<p><b>2.12. Health and safety</b> 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>✓</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>

			 2.12 Protocolo de atraco, robo y agresiones para la Centros de trabajo.pdf
<p><b>2.13. Equal opportunities</b> 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>✓</p>	<p>✓</p>	<p>As per Spanish Law, the DMC has an Equality Plan in force (<i>Plan de Igualdad</i>) which is mandatory for all companies in Spain.</p> <p>Equal opportunities are one out of several topics addressed in the Plan, please see attachment.</p>  2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf
<p><b>2.14. Child labour</b> 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 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>✓</p>	<p>✓</p>	<p>The DMC does not employ children and complies with international law.</p>
<p><b>2.15. Complaints procedure</b> 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>—</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>Formal complaints such as bullying and harassment are covered by the mentioned documentation which also includes a read-receipt.</p> <p>There's also a digital anonymous suggestion box available (only for employees).</p>  2.15 2022_12_29 17_28_41_Announcements.png  2.15 Protocolo de Actuación en caso de Acoso DER.pdf



		 2.15 2023_05_03 12_38_46_Downloads.png
<p><b>2.16. Representation</b> 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>  2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf
<p><b>2.17. Disciplinary procedures</b> 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 DMC.</p> <p><i>CAPÍTULO XVII: Infracciones y sanciones // Chapter XVII: Infringements and penalties</i></p>  BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf  BOE_A_2015_2604_consolidado.pdf
<p><b>2.18. Persons with special needs</b> The company employs persons with special needs</p>	<p>✓ —</p>	<p>By law, it is mandatory for companies in Spain 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><b>2.19. Measuring employee satisfaction</b> Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓</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> 
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## Training and education

3

Action			Details
<p><b>2.20. Health and safety</b> All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social &amp; cultural practices, economic &amp; quality issues, human rights issues, and health &amp; safety practices (including risk and crisis management).</p>	<p>✓</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</p>

		<p>economic issues.</p> <ul style="list-style-type: none"> <li> Catálogo DKS consulting alumnos.pdf</li> <li> PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf</li> <li> PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf</li> <li> PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf</li> <li> COMUNICACIÓN ACEPTACIÓN O RENUNCIA RM.doc</li> <li> BIENVENIDA EMPLEADO NUEVO.docx</li> </ul>
<p><b>2.21. Personal development</b> 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>The company inquires the head of departments on a yearly basis in regard to personal development opportunities. These assessments are taken into account and handled first.</p> <p>Afterwards, the following personal development opportunities are offered to everyone:</p> <ul style="list-style-type: none"> <li>E-learning courses or MOOCs Opportunities to earn professional qualifications</li> <li>In-house/external training courses and workshops</li> <li>Attending seminars or conferences</li> <li>Cross-training your employees to be competent in different aspects of your business (e.g. sales, marketing, operations, etc.).</li> </ul> <p><b>Type of skills/knowledge useful for the tourism industry:</b></p> <ul style="list-style-type: none"> <li>Tourism-specific: destination, tour guiding, languages, product design, etc.</li> <li>Sustainability: climate change, fauna &amp; flora, sea rising, etc.</li> <li>Business: digital marketing, management, customer service, finance, IT, etc.</li> </ul> <p>40</p>

		<p> Catálogo DKS consulting alumnos.pdf</p> <p> Coach Triptico LL.pdf</p> <p> Idiomas Manpower Inglés_Francés.pdf</p> <p> Excel_Avanzado_8abr_21.pdf</p> <p> PLATAFORMA ON LINE PRL DER Touristik Gruppe _alumnos_.pdf</p> <p> PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf</p> <p> PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf</p> <p> PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf</p> <p> BIENVENIDA EMPLEADO NUEVO.docx</p>
<p><b>2.22. Trainee positions</b> Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>— The DMC recruits national students which are usually found through the yearly internship fair held by the University of the Balearic Islands/Canary Islands.</p> <p>2</p>





### 3. Internal management: environment and community relations





36












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#### Procurement

6

Action	 	Details														
<p><b>3.1. Reduction of disposable and consumable goods</b> 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>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 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> <table border="1" data-bbox="1014 802 2067 837"> <tr> <td>DESTINATIONS</td> <td>REPORT</td> <td>PMI</td> <td>YES</td> <td>IBZ</td> <td>YES</td> <td>LPA</td> <td>YES</td> <td>TCI</td> <td>YES</td> <td>FUE</td> <td>YES</td> <td>ACE</td> <td>YES</td> </tr> </table> <p>MAINLAND N/A NO OFFICE PREMISES AVAILABLE</p> <p>Please find attached the policies for electronic (IT) and non-electronic (Management) purchasing to this report.</p> <p> 3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY.pdf</p> <p> 3.1. 3.2. _FIRMADO_ Sustainable purchasing internal management policy non electronic.pdf</p>	DESTINATIONS	REPORT	PMI	YES	IBZ	YES	LPA	YES	TCI	YES	FUE	YES	ACE	YES
DESTINATIONS	REPORT	PMI	YES	IBZ	YES	LPA	YES	TCI	YES	FUE	YES	ACE	YES			
<p><b>3.2. Sustainable purchasing</b> Your company has an implemented purchasing policy, which favour</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</p>														

<p>sustainable suppliers and products, whenever these are available and of sufficient quality.</p>		<p>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>DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES MAINLAND N/A NO PREMISES AVILABLE</p> <p>Please find attached the policies for electronic (IT) and non-electronic (Management) purchasing to this report.</p> <p> 3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY.pdf</p> <p> 3.1. 3.2. _FIRMADO_ Sustainable purchasing internal management policy non electronic.pdf</p>
<p><b>3.3. Office paper: type</b> 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>The use of recycled paper is taken into consideration. All Destination use FSC'd or otherwise recycled 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>DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES MAINLAND N/A NO PREMISES AVILABLE</p> <p> 3.3. ACE.jpg</p> <p> 3.3. fue.jpg</p>

		 3.3. PMI _1_.jpg  3.3. PMI _2_.jpg  3.3. TCI.jpg  3.3 IBZ.jpg  LPA.png	
<p><b>3.4. Office paper: printing</b> Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	<p>✓ ✓</p>	<p>The following is monitored centralized form our IT department:</p> <p>All printers are set by default to double-sided printing All printers are set to black/white printing. Only specific staff is authorized for colored printing.</p> <table border="1" data-bbox="1014 751 2067 786"> <tr> <td>DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES</td> </tr> </table> <p>MAINLAND YES: STAFF HAVE COMPANY-OWNED PRINTERS AT HOME</p>  3.4 RV_ SOSTENIBILIDAD TONERCLASS _ IMPRESORAS_TÓNER.pdf  3.4 Safety_Data_Sheet_W9060MC.pdf  3.4. SDS_W9061MC.pdf  3.4 HP PLANET PARTNERS.pdf  3.4 W2120X.pdf  3.4 w9050mc.pdf	DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES
DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES			









<p><b>3.5. Certified coffee and tea</b> 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>The company does not provide coffee or tea to staff. Water is provided (see 3.25) 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>DESTINATION REPORT ALL N/A</p>
<p><b>3.6. Cleaning materials</b> 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>DESTINATION REPORT PMI UNE-EN.ISO 9001, UNE-EN-ISO 14001, ISO45001 IBZ "EUECOLABEL", ISO and ES-MD/020/00005</p> <p>LPA "EGREEN" TCI ECO LABEL "GREEN POINT" FUE ECOLABEL ACE THE AGENCY PROVIDES MATERIALS USED BY CLEANING PROVIDERS AND ALWAYS CHOOSES THE MOST SUSTAINABLE PRODUCT AVAILABLE MAINLAND N/A NO PREMISES AVAILABLE</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>

**Paper (promotional materials)**

3

Action			Details
<p><b>3.7. Printing company</b> The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	<p>✓</p>	<p>✓</p>	<p><i>Laura Selenz</i> 31 January, 2023: <i>This criterion does in fact refer to printing companies that you (might) use for your promotional material like brochures etc. It does not refer to the brand of your printer. If you do not print any promotional material, you can tick N/A.</i></p> <p><b>All Destinations and companies are managed through the same provider.</b></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 <a href="https://protect-us.mimecast.com/s/DJMKCv25A5hy1JmRxCQbUsy?domain=idcdocserv.com">https://protect-us.mimecast.com/s/DJMKCv25A5hy1JmRxCQbUsy?domain=idcdocserv.com</a>*.</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>60</p>











			<p> HP planet_partners_brochure_es_002_.pdf</p> <p> ISO 140001_20015 global HP.pdf</p> <p> IT ECO supplies global.pdf</p> <p> PERMISOS GESTOR RESIDUOS 062021.pdf</p> <p> reach cumplimineto normativa restriccion materiales peligrosos.pdf</p> <p> Sostenibilidad en HP.pdf</p>
<p><b>3.8. Promotional materials</b> 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> Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf</p>
<p><b>3.9. Efficient brochure use</b> The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</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. They have been informed about our new sustainable endeavors and will adapt to our regulations.</p> <p></p>

			Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf
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## Energy

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Action	 	Details
<p><b>3.10. Energy reduction policy</b> 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 by DER Touristik Germany through yearly reports (see attachment). The <b>sustainability notes from the previous year</b> are requested every February for the upcoming climate balance calculation and the sustainability report of the REWE Group. Data must be entered into the <b>Excel template</b>.</p> <p>When filling out the Excel template, <b>only</b> the following <b>4 columns</b> need to be considered:</p> <p style="padding-left: 40px;"><b>column C</b> enter the <b>four-digit group number</b> of your company <b>column H</b> enters <b>energy and fuel consumption</b> <b>column L</b> enter <b>data quality</b> (percentage value) <b>column M</b> enter <b>comment</b> (see also below)</p> <p><b><u>Please note:</u></b></p> <p>In the case of the following <b>deviations compared to the previous year</b>, please be sure to enter a brief explanation in <b>column M: Energy consumption: +/- 10% Fuel consumption: +/- 20%</b> If you have included quantities for <b>AdBlue</b> in the fuel consumption please do not take them into account in the Excel template. As well, fuel consumption must not include quantities for private leased vehicles. <b>Only</b> the amounts of <b>company vehicles</b> are to be recorded.</p>

		<p><a href="#">REWE GROUP SUSTAINABILITY REPORT LINK</a></p> <p>Usually upon our report, we do not get any feedback from DER Touristik, therefore, the main message from REWE to the DMC is not available to us.</p> <p>The DMC provides through its intranet an Energy Reduction Guideline, which is of compulsory application wherever feasible by all colleagues in all Destinations.</p> <p> Efficient energy project request for installation of LED_s PRES 1193 21 Der touristik _Iluminacion LED_ 13.10.2021.pdf</p> <p> XXXX_Sustainability_KPIs_2021.xlsx</p> <p> EN Anlage NH_Berichtsmeldung 2021 V1 0.pdf</p> <p> 3.10 ENERGY REDUCTION GUIDELINES.docx</p>
<p><b>3.11. Monitoring energy consumption and sources</b> 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><i>The DMC complies (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.</i></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.*

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**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

ENDESA

IBZ

ENDESA

LPA







NEBALIA




TCI






ENDESA

FUE

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><b>3.12. Sustainable energy</b> Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓ ✗</p>	<p>At the moment only Gran Canaria has a sustainable energy source with a certificate.</p> <div style="border: 1px solid black; padding: 5px;"> <p>DESTINATION REPORT PMI ENDESA/IBERDROLA * IBZ ENDESA LPA  NABALIA: <a href="https://nabaliaenergia.com/eficiencia-energetica/">https://nabaliaenergia.com/eficiencia-energetica/</a> TCI ENDESA FUE  ELECTRICITY IS PART OF THE RENTAL CONTRACT ACE ENDESA MAINLAND  N/A: NO PREMISES AVAILABLE</p> </div>

		<p>The DMC's main energy provider is Endesa due to a cost-efficient assessment made. Endesa does offer 3 different programs: renewable energy, sustainable energy, and green energy (<a href="#">more</a>), but according to our contracts, I couldn't find evidence that the business provider section applies for said programs.</p> <p>Endesa as an energy provider also offers a great catalogue of their own sustainability journey: <a href="https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad">https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad</a></p> <p>Additionally, in FUE, energy comes as a part of the rental contract of the premise, as well as not being applicable for our Mainland operation since there's no premise available.</p> <p>The only premise with Green energy available is LPA, which contracted a local provider.</p> <p>No action is set in the action plan until further notice from our Travelife Coach for assessment.</p> <p>*Endesa and Iberdrola contracts are signed by Der Touristik Services Holding company, and not Go Vacation Spain.</p> <p> LPA Pegatinas Egreen.pdf</p> <p> 3.12 PMI LOCAL 11 _segunda planta_ ENDESA.pdf</p> <p> 3.12 Iberdrola_Oferta_1022998792100000.pdf</p>
<p><b>3.13. Carbon offset</b> 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 which is also included in the checklist provided in 3.10.</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 daylighting</p>

<p><b>3.14. Energy efficient lighting</b> 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 until June 2023</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>DESTINATION REPORT PMI NO LEDS - PROJECT STARTED IBZ NO LEDS LPA NO LED TCI LEDS FUE LEDS ACE NO LEDS MAINLAND N/A: NO PREMISES AVAILABLE</p> </div> <p> Efficient energy project request for installation of LED_s PRES 1193 21 Der touristik _Iluminacion LED_ 13.10.2021.pdf</p> <p> Efficient energy project request for installation of LED_s dc_silent_led.pdf</p> <p> Efficient energy project request for installation of LED_s ft_silent_led_i_ugr19.pdf</p> <p> Efficient energy project request for installation of LED_s Auditoria Energetica.pdf</p> <p> email Estudio energético Go Vacation Spain SLU_ DER Touristik Services.pdf</p>
<p><b>3.15. Equipment “switch-off” policy</b> Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓ ✓</p>	<p>All DMC employees have now changed their PCs to laptops. Therefore, monitoring and assessing the devices is more manageable and handled by our IT Department.</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.</p>




		<p>Please consult requirement 3.11 for more information.</p> <p><b>All employees are included, reminded, and encouraged to follow the switch-off policy via email newsletters, Orange Buzz posts as well as encouraged to best practice by the energy reduction checklist mentioned in 3.10. available also on our national intranet.</b></p> <p> 3.15.png</p> <p> 3.15 Luces y aire acondicionado.pdf</p> <p> THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf</p>
<p><b>3.16. Light “switch-off” policy</b> 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><b>All employees are included, reminded, and encouraged to follow the switch-off policy via email newsletters, Orange Buzz posts as well as encouraged to best practice by the energy reduction checklist mentioned in 3.10. available also on our national intranet.</b></p> <p> THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf</p>
<p><b>3.17. Low energy equipment</b> 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).</p>	<p>✓ ✓</p>	<p>When buying new equipment, Go Vacation Spain prefers low-energy equipment, based on the highest local available standards (considering return on investment and quality considerations) in all Destinations.</p> <p>Laptops have substituted all PCs in April 2023 and the most recent purchase has been DELL intel CORE i5 (<a href="#">product compliance datasheet</a>) laptops for TCI.</p> <p>Please check requirements 3.1 and 3.2 for our INTERNAL MANAGEMENT IT PURCHASE POLICY which ensures that only low-energy equipment is purchased.</p>



			 3.17 DELL___P144G__Latitude_3420_2023_05_03.pdf  THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf
<b>3.18. Efficiency mode</b> Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	<b>All provided devices are set by default to energy-saving mode, before employee usage, by our IT department which covers all Destinations.</b>

## Water




3




Action			Details
<b>3.19. Water reduction policy</b> 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.	✓	—	<p>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.</p> <p>Spain has a long history of water scarcity, thus, nationwide institutions and citizens are well aware of saving procedures.</p>  MINUTAS 3. INTERNAL MANAGEMENT DURING DM MEETINGS.docx
<b>3.20. Water use</b> The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are	✓	✓	Any extraordinary abnormality would be detected when checking the invoices of our water supplier suppliers which includes exhaustive analysis for every invoice.









<p>regularly read to track potential leaks.</p>		<p>All our offices are in shared business buildings, thus, access to water meters is not provided without authorization.</p>
<p><b>3.21. Water saving toilets</b> 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> <p>OWN OFFICE TOILETS - DUAL FLUSH</p> <p>ACE</p> <p>OWN OFFICE TOILETS - DUAL FLUSH</p> <p>MAINLAND</p> <p>NOT APPLICABLE</p>







## Waste management

7

Action			Details
<p><b>3.22. Waste legislation</b> 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.</p>	✓	✓	<p>Waste disposal is regulated on a national level: <a href="https://www.emaya.es/residuos-y-limpieza/residuos/com-separar-els-residuos/">https://www.emaya.es/residuos-y-limpieza/residuos/com-separar-els-residuos/</a></p>
<p><b>3.23. Waste reduction</b> 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).</p>	✓	✓	<p>Waste reduction is coordinated nationwide by Law: <a href="https://www.miteco.gob.es/es/calidad-y-evaluacion-ambiental/temas/prevencion-y-gestion-residuos/">https://www.miteco.gob.es/es/calidad-y-evaluacion-ambiental/temas/prevencion-y-gestion-residuos/</a></p> <p><b>We implemented the state-wide checklist and best practice as a guideline in all our Destinations</b> (see attachment)</p> <p>Even though we do not offer disposable cups between staff, we are still using the many plastic cups we found during the last 2 years of office space reduction and reorganization. Instead of throwing those away, they are offered to visitors and then recycled appropriately. In all Destinations, you can find at least 3 different recycling bins (according to the administrative waste we produce). Occasionally, if there's waste with no appropriate bin available, the city does offer containers on the street.</p> <p> 3.23 20230222_130444.jpg</p>

			 3.23 20230222_125143.jpg  2.23 guia_de_reciclatge_2020_cast_web.pdf  2.23 guia_de_reciclatge_2020_ang_web.pdf
<p><b>3.24. Sustainable packaging</b> The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	✓	✓	We do not provide any packable products in any Destination
<p><b>3.25. Plastic water bottles</b> 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>The DMC 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 and have been provided with a water bottle and coffee mug in 2022 (see picture attached)</p> <div style="border: 1px solid black; padding: 5px;"> <p>DESTINATION REPORT PMI YES national provider for all remaining offices (Aquaservice: <a href="https://www.aquaservice.com/mko/2018/SEM/aquaservice-marca-b?gclid=CjwKCAjwiOCgBhAgEiwA_jv5whGm97AL2ytHyoCBy39Kda0YKsSP0lne5RNRweCqd-u8U9JkXkli8RxoCiekQAvD_BwE">https://www.aquaservice.com/mko/2018/SEM/aquaservice-marca-b?gclid=CjwKCAjwiOCgBhAgEiwA_jv5whGm97AL2ytHyoCBy39Kda0YKsSP0lne5RNRweCqd-u8U9JkXkli8RxoCiekQAvD_BwE</a>) which recollect empty water canisters and substitute them by filled ones. IBZ YES A local provider provides water in Ibiza (Fuente Jara: <a href="https://www.facebook.com/FuenteJara/?locale=es_ES">https://www.facebook.com/FuenteJara/?locale=es_ES</a>) LPA Interested in Aquaservice (still not available there), up until then, providing their own water and recycling the bottles TCI Providing their own water and recycling the bottles</p> <p>FUE</p> <p>Interested in Aquaservice (still not available there), up until then, providing their own water and recycling the bottles ACE Interested in Aquaservice (still not available there), up until then, providing their own water and recycling the bottles MAINLAND N/A: NO OFFICE PREMISES AVAILABLE.</p> </div>

		<p>Aquaservice has also been requested to provide all other Destinations, but service is only available in PMI and TCI. Thus, we are waiting for their services to start running on all Canary Islands to formalize a contract.</p> <p> 3.25 Propuesta Aquaservice.pdf</p> <p> 3.25 PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf</p> <p> 3.25 RE_ AQUASERVICE OFICINA IBZ.pdf</p> <p> 3.25 2023_03_20 09_27_43_.png</p> <p> 3.25 Re_ PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf</p> <p> 3.25 037A973D_838C_47B1_A5DA_5CA8FE39F306.pdf</p> <p> 3.25 037A973D_838C_47B1_A5DA_5CA8FE39F306 _1_.pdf</p> <p> 3.35.jpeg</p>
<p><b>3.26. Reuse / recycling of waste</b> 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>The state already imposes recycling on every citizen and company in Spain. Thus, <b>all our offices comply</b> with paper, plastic, and organic waste recycling. 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> <p>The topic has been emphasized after the publication of the DMC guidelines.</p> <p>DESTINATION TOTAL OF BINS TYPE TIMELINE PMI 5 WASTE, PLASTIC, PAPER,</p>

		<p>GLASS, ORGANIC INTRODUCTION OF 5 BIN SYSTEM IN MARCH 2023 AFTER HAVING 3 IBZ 3 WASTE, PLASTIC, PAPER ALREADY AVAILABLE LPA 3 WASTE, PLASTIC, PAPER INTRODUCTION IN MAY 2023 ACE 3 WASTE, PLASTIC PAPER ALREADY AVAILABLE FUE TCI MAINLAND NOT APPLICABLE NO PREMISE AVAILABLE N/A</p> <p> 3.23 20230222_130444.jpg</p> <p> 3.23 20230222_125143.jpg</p> <p> 2.23 guia_de_reciclatge_2020_cast_web.pdf</p> <p> 2.23 guia_de_reciclatge_2020_ang_web.pdf</p> <p> 3.26 fue.jpg</p>
<p><b>3.27. Toner/ink</b> 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> 3.27 Factura 23_7056.pdf</p>
<p><b>3.28. Recycling of batteries</b></p>	<p>✓ —</p>	<p>A recycling bin for batteries is available in the community space for our colleagues in PMI.</p>

Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.

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 (supermarkets). Computer batteries are recycled by our IT department.

Powercut inverter batteries are not used.

Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed of in all Destinations.



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3.23 20230222\_125143.jpg

## Reducing pollution




2

Action			Details
<p><b>3.29. Waste water: treatment</b> 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: <a href="https://www.miteco.gob.es/es/agua/temas/default.aspx">https://www.miteco.gob.es/es/agua/temas/default.aspx</a></p>


<p><b>3.30. Pollution reduction policy</b> The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>	<p>✓</p>	<p>—</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>
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## Mobility

5

Action			Details
<p><b>3.31. Staff travel policy</b> The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	<p>✓</p>	<p>—</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><b>3.32. Business travel emission</b> 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>✓</p>	<p>—</p>	<p>Staff-related business travel is not measured. Carbon or Green House Gas emissions are not calculated in any Destinations.</p>






<p><b>3.33. Business travel carbon offset</b> Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓</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>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><a href="https://dertouristik.myclimate.org/de/offset_further_emissions">https://dertouristik.myclimate.org/de/offset_further_emissions</a></p> <p>My Climate can be used to offset carbon by ANYONE. It was spun off from the Swiss Federal Institute of Technology Zurich in 2002 as a nonprofit climate protection organization based in Switzerland to enable climate protection with economic mechanisms such as price-tagging carbon dioxide and integrating the externality into the market. Founded: 2002 Type of business: nonprofit climate protection organization Please check the link: <a href="https://www.myclimate.org/">https://www.myclimate.org/</a> <b>We promote this initiative to all Go Vacation Spain colleagues and employees when provider companies do not include carbon offset.</b></p> <p> NEWS CARBON OFFSET.jpg</p>
<p><b>3.34. Employee incentives</b> 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><b>3.35. Transport reduction</b> 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, working from home 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>
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## Sustainability training and awareness raising





### 1

Action		Details
<p><b>3.36. Staff environmental training and information</b> 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></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> <p> 3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf</p>

			 3.36 guia_de_reciclaje_web.pdf  3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf  3.36 RE_ Formación en Gestión de la Sostenibilidad.pdf  3.36 Bienvenida Ulrike!.pdf  3.36 2023_03_09 16_38_32_Announcements.png  3.36 Café y capsulas.pdf
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## Land use and community relations

1



Action			Details
<b>3.37. Land use and construction</b> 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.			We do not own any premises in any Destination.

## 4. Inbound partner agencies

7


### Inbound partner agencies

4

Action			Details
<p><b>4.1. Partner agency policy</b> 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><b>4.2. Communication to partners</b> 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><b>4.3. Contract conditions</b> 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><b>4.4. Sustainability training - motivation</b> 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><b>4.5. Contracts</b> 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><b>4.6. Sexual exploitation of children: contracting</b> 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><b>4.7. Labour conditions</b></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 youth labour Discontinuation of work contracts 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.


## 5. Transport

4

### Selecting transport suppliers

3



Action			Details
<p><b>5.1. Transport to destination</b> In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p><b>Your answer:</b> not applicable</p> <p>Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.</p> <p>The DMC is not responsible for the transport mode decisions between Destinations and does depend on the transport companies at hand. Most of our transportation to Destinations is by plane because we operate on islands. We started working on the mainland of Spain recently, unfortunately, due to the mid to 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 <a href="https://www.hosteltur.com/149307_balearia-unira-ibiza-y-fomentera-con-un-ferry-electrico-en-2023.html">https://www.hosteltur.com/149307_balearia-unira-ibiza-y-fomentera-con-un-ferry-electrico-en-2023.html</a>).</p> <p>Also, please see the attached PDF file which states the collaboration between Lufthansa and DER Touristik regarding CO2-compensated bookings/flights.</p> <p> co2 neutrale flugreisen der_lufthansa.pdf</p>
<p><b>5.2. Transfer to departure airport</b> Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes</p>	✓	✓	<p><b>Your answer:</b> not applicable</p> <p>Explanation: Clients of the DMCs/ outbound tour operators offer different transport options:</p>

<p>avoidance of short distance connection flights (in balance with price and comfort arguments).</p>		<p>Rail&amp; Fly, flight, individual transfer.</p> <p>The DMC is not offering such services.</p> <p>The DMC does 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><b>5.3. Local transport</b> 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).</p>	<p>✓ —</p>	<p>Wherever feasible, more sustainable transport options for transfers and excursions at our Destinations are considered.</p> <p>Especially on the island Destinations, it's difficult to comply completely with these criteria due to the scarcity of providers available.</p> <p>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.</p> <p>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.</p> <p>Our offered product is therefore monitored by the responsible department. "red flags" are reported to the Sustainability Coordinator, and "green flags", or evolution/innovations are communicated via chats, forwarding of news, etc.</p> <p> APPRAISAL SPAIN 2021.xlsx</p>



## Sustainable packages

1

Action		Details
<p><b>5.4. Sustainable packages</b> 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>✓</p>	<p>DER has implemented a sustainable <a href="#">brochure</a> (see attached) with sustainable package offers for DER Touristik Group clients. For info on all sustainable-certified hotels and all sustainable products offered: <a href="https://www.dertour.de/nachhaltiger-urlaub">https://www.dertour.de/nachhaltiger-urlaub</a></p> <p>An internal appraisal tool to categorize excursions to their level of sustainable content &amp; partners (see attached) is used.</p> <p>At the DMC, we use these already tailored packages or create new individualized ones on request for our third-party clients.</p> <p>Nevertheless, as a DMC, we rely on all the initiatives our Group can offer. If not, it isn't easy to justify cost increases for more sustainable products.</p> <p> APPRAISAL SPAIN 2021.xlsx</p> <p> 5.4 DERTOUR Bewusst Reisen 2022_2023.pdf</p>


## 6. Accommodations

11

### Accommodations

7

Action		Details
<p><b>6.1. Sustainable accommodations policy</b> 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>— <b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's accommodation purchasing approach/strategy.</b></p> <p><i>Information on DMC's client, the tour operator DER Touristik Germany:</i></p> <p>So far, DER Touristik Deutschland has not created or published a formal accommodation policy. DER Touristik &amp; its DMC Network's main goal is that 25% of the main DER Touristik Germany portfolio is to complete a GSTC-certificate in sustainable hospitality by 2025. Currently the main portfolio consists of 10% of hotels that have completed a GSTC-certification.</p> <p><b>Hotel suppliers DER Touristik Germany purchase:</b></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>The purchase department of DER Touristik Hotels &amp; Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="text-align: center;">Franchise Agreements Cooperations &amp; Marketing Services Agreements Managed &amp;</p>

		<p>Pacht &amp; 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><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p>However, concerning our third-party business, our Sustainability Policy has a paragraph dedicated to <i>Accommodations</i> which states that all contracted premises have to adhere to the DMC Supplier Code of Conduct.</p> <p>No other long-term strategies besides the inclusion of the SCoC have been implemented so far for our third-party business since it's our clients who do eventually decide upon which product they would like to contract.</p> <p>Additionally for the Balearic Islands, please find attached Law3/2022 of June 2022 which states the efforts made by Parliament to achieve a circular economy in the future:</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> BOE_A_2022_13846.pdf</p>
<p><b>6.2. Accommodation communication</b> The company is clearly and actively communicating its sustainability</p>	<p>✓ —</p>	<p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group clients.</b></p>

objectives and requirements regarding accommodations to contracted and other relevant accommodations.

**@DMCs: Concerning your third party business: Please answer the questions for your DMC. Thank you.**

In some DMCs the DER Touristik Group (DTG) contractors purchase accommodations towards the group goals of the DTG and so all contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. (See workshop material enclosed)

**The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group clients.**

DER Touristik Group and third-party clients receive the Supplier Code of Conduct as a compulsory part of the documentation to be signed upon collaboration with the DMC.


Contractors for DER Touristik Group have their own procedure measures which can be found in the central answer.

For DMC third-party businesses, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.

The DMC is not communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations outside of the contracting/negotiation scope (social media, emails, etc).

**Implementation and active communication have been initiated in JULY 2023**



		<p>6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf</p> <p> 6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx</p>
<p><b>6.3. Certified accommodations</b> 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>— <b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>All certified hotels can be found here for bookings: <a href="https://www.dertour.de/nachhaltige-hotels">https://www.dertour.de/nachhaltige-hotels</a></p> <p>DER Touristik Germany &amp; its DMC Network's main goal is that 25% of the main DER Touristik Germany portfolio is to complete a GSTC-certificate in sustainable hospitality by 2025.</p> <p>Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such.</p> <p>The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year).</p> <p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><i>We partly select hotels for our third-party clients:</i></p> <p>If we assume that the DMC is a supplier, and DER is a client: We are hiring whatever our client (DER Touristik Group) would need us to hire to fulfill their needs. If we assume that the DMC is a provider: a portfolio is created with all available possibilities</p>

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.

The final decision is not always in our hands but whenever possible we put preference on this topic where influence is possible.

Accommodation certifications in the Balearic Islands are currently regulated by the Government. Following is 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.

At <http://xarxahotelsostenibles.com/?lang=en> there's a complete list of the sustainable hotels

		<p>network of the Balearic Islands</p> <p>20</p> <p> BOE_A_2022_13846.pdf</p> <p> 6.3 CERTIFIED ACCOMMODATION AUDIT.xlsx</p> <p> 6.3. Copia de travelife hotel BALEARES ONLINE.xlsx</p>
<p><b>6.4. Contract conditions</b> 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>✓</p>	<p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>All contracts contain the DER Touristik Germany's Code of Conduct and all guidelines on human rights, animal welfare, child safeguarding and climate protection.</p> <p>See "<a href="#">EN_SCoC_DER_Touristik_Group.pdf</a>"</p> <p>There is also a guideline to hotel contracting (see enclosed)</p> <p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group clients.</b></p> <p>Both DER Touristik Group and third-party clients receive the Supplier Code of Conduct as a compulsory part of the documentation to be signed upon collaboration.</p> <p>Contractors for DER Touristik Group have their own procedure measures which can be found in the central answer.</p>

		<p>For our third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.</p> <p><b>Implementation has been initiated in JULY2023</b></p> <p> 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf</p> <p> 6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx</p>
<p><b>6.5. Participation to training/education</b> 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>✓ —</p>	<p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>Our group hotel contracting department has taken an online training of the DER Touristik Group's Sustainability Department on the general and economic advantages of Travelife/GSTC recognized certification for accommodations. Like this, they are prepared to motivate hoteliers to get certified.</p> <p>The DMC has not been requested nor informed 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, any kind of training we as a DMC can provide, and the accommodation provider.</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.



— The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.

**@DMCs: Concerning your third party business: Please declare your DMC's answer separately.**

*Remark to DMC's client DER Touristik Germany (DTD):*

DTD was part of a hotel project. It ended in Aug 2022 and dealt with waste reduction and the avoidance of plastic in hotel operations. On the part of DER Touristik the Hotel Cala D'or Gardens was involved. <https://www.futouris.org/aktuelles/grosses-interesse-an-innovativen-loesungen-fuer-einen-plastikfreien-urlaub/>

DER Touristik Germany collaborates with various hotel chains, that present & publish an own sustainable approach & initiatives, e.g.: Iberostar:

[https://www.iberostar.com/de/wave-of-change/?\\_gl=1\\*2gs40r\\*\\_ga\\*MTYwNjc4ODM3NS4xNjgxNzE1MDAw\\*\\_ga\\_9WXL5REVB1\\*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&\\_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&\\_gac=1.149709314.1681715007.EAIAIqobChMir6L6qayw\\_gIVGPN3Ch1prAyUEAAYASAAEgLvD\\_BwE](https://www.iberostar.com/de/wave-of-change/?_gl=1*2gs40r*_ga*MTYwNjc4ODM3NS4xNjgxNzE1MDAw*_ga_9WXL5REVB1*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&_gac=1.149709314.1681715007.EAIAIqobChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE)



Up until now the only collective actions to note have been on the Group level as can be seen by the collaboration mentioned about *DMC's client DER Touristik Germany (DTD) being part of the waste reduction and the avoidance of plastic initiative (Futuoris) in hotel operations.* On behalf of DER Touristik, the Hotel Cala D'or Gardens was involved. <https://www.futouris.org/aktuelles/grosses-interesse-an-innovativen-loesungen-fuer-einen-plastikfreien-urlaub/>

The DMC has not been involved in collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations on its own.

<p><b>6.7. Incentives</b> Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	<p>✓</p>	<p>— <b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>Hotels that are engaged in sustainability &amp; GSTC-certified are marked with a "green leave" in all catalogues and booking channels. They will also be mentioned in DER Touristik Germany's "green magalog" "Bewusst Reisen" meaning "conscious travel" (2 publishings so far):</p> <p><a href="https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023">https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023</a></p> <p>For more incentives for Hotels please have a look at the incentives attached to this questions "Incentives DER Touristik Hotels &amp; Resorts" (DTHR) of the Corporate Responsibility Steering Board Committee of May 2023.</p> <p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p>Currently, no incentives are offered on behalf of the DMC to third-party businesses.</p>
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## Specific conditions

4

Action			Details
<p><b>6.8. Child and compulsory labour</b> The business ensures that, through its accommodation supply chain, the</p>	<p>✓</p>	<p>✓</p>	<p>All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.</p>

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.

This is **also valid for all contracts with third party clients**. The completion of integration of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS).

**Extract to SCoC:** "DER Touristik 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."

[https://www.dertouristik.com/wp-content/uploads/2022/09/EN\\_SCoC\\_DER-Touristik-Group.pdf](https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf)

[https://www.dertouristik.com/wp-content/uploads/2022/09/DE\\_SCoC\\_DER-Touristik-Group.pdf](https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf)

All DMCs are obliged to integrate the DER Touristik Group's Supplier Code of Conduct into every contract, it is ensured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third-party clients**.

For our third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.

**Implementation has been initiated in JULY 2023**



6.2 SCoC\_DER\_Touristik\_Anexo a Contrato\_ESP\_JUN2023.pdf



6.2 5.0\_SCoC\_DER\_Touristik\_Group\_Email\_Template\_062023\_ESPAÑOL.docx

6.9. Accommodations respecting and featuring local architecture,



The DMC-Network does not initially decide on any purchasing actions of DER Touristik

**settings and cultural heritage.**

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).

**Group Clients.**

**@DMCs: Concerning your third party business: Please declare your DMC's answer separately.**

*Remark to DMC's client DER Touristik Germany:*

Accommodations mostly feature local architectural elements to melt with the local landscape and also create an atmosphere that suits the most attractive elements of the destination and its surroundings.

The buildings of recently designed accommocations tend to be a more modern architechure also to use the property of the accommodation in the most efficient and adequate way.

The DMC is making a conscious effort to include more accommodations into the offer that respect and feature local architecture, settings, and cultural heritage. We commit to this through our Sustainability Policy.

Certain aspects are part of the selection and evaluation procedure for accommodations that are being contracted. Even though it's a conscious management decision to apply these standards, the final responsibility has been delegated to Contracting Management staff to choose and select accordingly.

Once we collaborate formally with such accommodations, our signed SCoC guarantees compliance with those standards.

**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.



All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third party clients.** The completion of integegration of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS).

**Extract to SCoC:** "DER Touristik 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."

[https://www.dertouristik.com/wp-content/uploads/2022/09/EN\\_SCoC\\_DER-Touristik-Group.pdf](https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf)

Compliance means the adherence to legal provisions and corporate standards of conduct. Compliance regulations aim to protect employees and the company from harm. They form the foundation for our daily actions and apply to all employees including managers and directors.

Our employees are continually informed about our compliance regulations and receive personal advice upon request. Information from employees or external parties about potential misconduct, possible violations of law or offences such as corruption, are examined with great care and treated confidentially.

The compliance team of the DER Touristik Group can be reached via email [here](#).

<https://www.dertouristik.com/en/compliance-behaviour/> & Hintbox



<https://dertouristik-reiseleitung.com/> > Bottom of page

> <https://dertouristik-reiseleitung.com/en/compliance-verhalten/>

All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct into every contract, it is ensured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third-party clients.**

For our third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the

		<p>DMC is able to act accordingly based on the SCoC.</p> <p><b>Implementation has been initiated in JULY 2023</b></p> <p> 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf</p> <p> 6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx</p>
<p><b>6.11. Local communities resources</b> 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>All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.</p> <p>This is <b>also valid for all contracts with third party clients</b>. The completion of integration of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS).</p> <p>The <b>DER Touristik Group Code of Conduct</b> (point 5) prohibits sets environmental standards Service providers shall comply with national laws, regulations and standards relating to protection of the environment.</p> <p>Service providers shall act responsibly in order to protect the environment. They shall minimise potential negative impacts of their business activity on the community, environment and natural resources and encourage measures to re-use and recycle resources. Service providers are required to continuously improve protection of the environment in their business processes. In this regard, we view the existence of suitable environment management systems as an advantage.</p> <p>Procedures and standards for waste management, for the handling and use of chemicals and other hazardous substances and their disposal, and for emissions and waste water treatment <b>must be observed</b>. <a href="https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</a></p> <p><b>Compliance</b> means the adherence to legal provisions and corporate standards of conduct. Compliance regulations aim to protect employees and the company from harm. They form the foundation for our daily actions and apply to all employees including managers and</p>

directors.

Our employees are continually informed about our compliance regulations and receive personal advice upon request. Information from employees or external parties about potential misconduct, **possible violations** of law or offences such as corruption, are examined with great care and treated confidentially.

The compliance team of the DER Touristik Group can be reached via email [here](#).

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> <https://dertouristik-reiseleitung.com/en/compliance-verhalten/>

All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct into every contract, it is ensured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third-party clients.**

For our third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.

**Implementation has been initiated in JULY 2023**



6.2 SCoC\_DER\_Touristik\_Anexo a Contrato\_ESP\_JUN2023.pdf



6.2 5.0\_SCoC\_DER\_Touristik\_Group\_Email\_Template\_062023\_ESPAÑOL.docx





## 7. Activities

12

### Activities

5

Action		Details
<p><b>7.1. Activities offered</b>            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 DMC has a complete inventory of all its Activities and Excursions available and a separate overview (enclosed) of activities and excursions that could be classified as sensible.</p> <p>Even activities labeled as “sensitive” (i.e. Loro Parque), always comply with the standards set by national law and provide relevant certifications.</p> <p>Activities &amp; Excursions are assessed and monitored at least thrice:</p> <p style="padding-left: 40px;">By Law: The Ministry of the Presidency, relations with the courts, and democratic remembrance offer an <a href="#">Animal Protection and Welfare Code webpage</a> that encloses all the decrees and bulletins published regarding the environmental protection of animals/plants on a national and autonomous community level. These laws assign a certain minimum standard that Activities and Excursions must meet to be conducted in Spain. By E&amp;A Product Management: Revising all Activities &amp; Excursions regularly, supervising any environmental or cultural sensitivities changes in already offered excursions, as well as assessment of all the necessary documentation from the provider to conduct business. By Excursion Department Management: Revising their Destination Activities &amp; Excursions portfolio regularly, supervising any environmental or cultural sensitivities changes in already offered excursions, as well as assessment of all the necessary documentation from the provider to conduct business. Regular exchange in meetings with E&amp;A Management.</p> <p>Depending on the Activity or excursion, different auditing criteria are in place by national law:</p>

[Conservation of wildlife in zoos](#) [The fate of confiscated specimens of endangered species of wildlife](#) [Natural Heritage and Biodiversity Act](#) Depending on the autonomous community: [Law on the Protection of Animals living in the human environment](#) (Balearic Islands) [Law for the protection of animals](#) (Canary Islands) [Law for the promotion of Canarian pigeon fanciers and the protection of the homing pigeon](#). (Canary Islands)

Also included in the Excel sheet is a list of requirements and documentation suppliers are asked to provide to register their business. Some are compulsory, such as Civil Liability insurance or municipal license, while others depend on the type of activity the supplier is involved in. At a formal level, the fact that a company obtains its opening and activity license already implies that it has passed numerous audits and requirements.



For the DMC to include a supplier in our portfolio of excursions, all mandatory documentation is requested, and observations and reports from clients are collected, so that we sift the company both on an administrative level and in terms of customer service and compliance. 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 (see action plan)






In the second tab of the document, also in order to have some info to give you a bit of a head start, you will find a list of types of protected areas, their characteristics and the destinations thus cataloged. This will help us to have the places under control, in case special conservation measures are required depending on the area.





10



7. Travelife. Listado excursiones sensibles y su cumplimiento.xlsx



<p><b>7.2. Sustainable excursion policy</b> The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓</p>	<p>The DMC network uses an Appraisal Tool to help specify all criteria for a sustainable excursion as a self assessment to all general guidelines (see enclosed). The Appraisal tool (excel file) works like a manual for a sustainable excursion and was developed by the DER Touristik Group's corporate responsibility department.</p> <p>The DER Touristik Group's corporate responsibility department organized a workshop in 2021 to explain the use of even this tool.</p> <p>The tool awards points in various categories such as transfer, food &amp; beverage, socioeconomic aspects, cultural heritage and environmental conservation (see attached, also examples for Mauritius and South Africa).</p> <p>Excursions may be adjusted/improved to fit all criteria where needed. The common goal is to create a sustainable excursions portfolio for the entire group of tour operators. These sustainable excursions will also be labeled as socially, economically or culturally sustainable on all booking channels.</p> <p>The DTG created the position of a sustainable product manger to monitor the existing portfolio with the appraisal tool and create even more sustainable excursions from the scratch.</p> <p><b>@DMCs: Please upload an example (excel file) of a sustainable excursion, monitored by the appraisal tool.</b> If you have not handed in any sustainable excursion, please answer this question with "no".</p> <p>See enclosed <b>DER Touristik Group's guidelines on animal welfare</b> in product, communication, marketing, etc.</p> <p>The DMC has uploaded examples (see enclosed) of sustainability excursions monitored by the DER Touristik Group Appraisal Tool.</p> <div style="margin-top: 10px;">  7.2. LPA Free Motion E_Bike Ayagaures.pdf   7.2 IBZ SUNNYRIDE.pdf         </div>
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		 7.2 ACE Excursion sostenible ACE.pdf  7.2 PMI Propuestas ecologicas.pdf  7.2. appraisal tool 2021.xlsx  7.2 FUE Tapas Tour.pdf  7.2. TCI SUSTAINABILITY _ Excursions in Tenerife 2021.pdf
<p><b>7.3. Suppliers communication</b>            The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	<p>✓</p>	<p>The DMC network communicates indirectly its sustainability policies and guidelines in all supplier contract with the DER Touristik Groups Code of Conduct.</p> <p><b>@DMCs: Please upload an example of a contract with a supplier (incl. the CoC).</b></p> <p>The DMC communicates indirectly its sustainability policies and guidelines in all supplier contracts with the SCoC. If the provider is unwilling to sign our SCoC (attached), staff/managers are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.</p> <p><b>Implementation has been initiated in JULY 2023</b></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 &amp; Activity Manager has been introduced in 2022 to monitor products and suppliers according to sustainability standards. Find the Job description enclosed.</p>


		 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx  7.3 DPT E_A MANAGER.docx
<p><b>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities.</b>            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>The DMC does not provide suppliers with a specific Code of Conduct. <b>They only receive our DMC-own SCoC.</b></p> <p>(See Action Plan)</p> <p>0</p>
<p><b>7.5. Certified excursions</b>            Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓ —</p>	<p>The DMC offers excursions that operate on the basis of acknowledged and controlled sustainability standards where available. Suppliers/Providers just now raised awareness for sustainability standards, thus, additional certifications are slowly being acquired by them.</p> <p>i.e. excursions including cetaceans comply with sustainability and animal welfare conditions as stipulated by national law (and Travelife standard). Please check the Excel file enclosed for more information in regard to the requirements that have to be fulfilled at national law basis.</p>  7. Travelife. Listado excursiones sensibles y su cumplimiento.xlsx

## Specific criteria

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Action	 	Details
<p><b>7.6. No excessive negative impact activities</b> 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>All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct (incl. a summary of the animal welfare, climate protection, human rights, child safeguarding, anti corruption, etc. see attached) policy to every contract, it is insured that all criteria of it will meet the contracted supplier.</p> <p>This is <b>also valid for all contracts with third party clients</b>. The completion of integration of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS).</p> <p><b>@DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion.</b></p> <p><b>@DMCs: Please upload an example of a local supplier contract</b> showing the implementation of the DER Touristik Group's Code of Conduct (CoC) and explain if all your local suppliers have received the CoC. If not 100% of your suppliers have received the CoC, please remark the percentage of suppliers that have already received it in your text answer.</p> <p><b>Information on DER Touristik Germany:</b></p> <p>See guidelines of marketing &amp; communication in animal welfare.</p> <p>The DMC does not offer activities that harm humans, animals, plants, or natural resources (e.g. water/energy), or which are socially/culturally unacceptable to its third-party clients.</p> <p><b>Implementation and active communication of the SCoC have been initiated in JULY 2023</b></p> <p>(see Action Plan)</p> <p>Please check 7.1. for a list of sensible excursions and activities, as well as the Excel sheet</p>


		<p>attached.</p> <p> PLANTILLA CONTRATO EXCURSIONES 19.07.23.doc</p> <p> 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf</p> <p> 6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx</p> <p> 7. Travelife. Listado excursiones sensibles y su cumplimiento.xlsx</p>
<p><b>7.7. Wildlife featuring</b> 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 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>✓ ✓</p>	<p><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023.</p> <p>When spotting an excursion that does not fit the criteria of the guideline, it will be taken out of the portfolio or the corporate responsibility department of the DER Touristik Group starts an on site audit to improve even these excursions, when showing potential to fit the criteria in the near future.</p> <p>See attached: Animal Welfare Policy of DER Touristik Group &amp; DMC network</p> <p><b>@DMC: What kind of excursions with animals do you offer for inhouse and third party clients?</b> Please list them or upload your portfolio-analysis (excel sheet) of Feb 23.</p> <p><b>Information on DER Touristik Germany:</b></p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p>

		<p>Find attached the mentioned portfolio analysis (FEB 2023) of <b>excursions with animals for in-house and third-party clients.</b></p> <p> 7.7. ANIMAL WELFARE EXCURSION AUDIT SPAIN _ FEB_23.xlsx</p>
<p><b>7.8. Wildlife harvesting</b> 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>✓ ✓</p>	<p><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023.</p> <p>When spotting an excursion that does not fit the criteria of the guideline, it will be taken out of the portfolio or the corporate responsibility department of the DER Touristik Group starts an on site audit to improve even these excursions, when showing potential to fit the criteria in the near future.</p> <p>See attached: Animal Welfare Policy of DER Touristik Group &amp; DMC network</p> <p><b>@DMC: Please formulate a statement that explains if your DMC offers excursions involving wildlife harvesting, incl. e.g. hunting, fishing, selling and trading of wildlife animals for inhouse and third party.</b></p> <p><b>Information on DER Touristik Germany:</b></p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p>



		<p>Wildlife species are not harvested, consumed, displayed, sold, or traded in any activity offered by the DMC. If we encounter such activity, we will refer back to the animal welfare policy of DER Touristik Group and national law. The Ministry of the Presidency, relations with the courts, and democratic remembrance offer an <a href="#">Animal Protection and Welfare Code webpage</a> that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on the national and autonomous community levels, which helps us assess the reactivity and to act accordingly.</p>
<p><b>7.9. Wildlife interactions</b> 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>✓ ✓</p>	<p><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every view years to monitor this guideline. The last analysis took place in Febuuary and March 2023.</p> <p>When spotting an excursion that does not fit the criteria of the guideline, it will be taken out of the portfolio or the corporate responsibility department of the DER Touristik Group starts an on site audit to improve even these excursions, when showing potential to fit the criteria in the near future.</p> <p><b>See attached:</b> Animal Welfare Policy of DER Touristik Group &amp; DMC network</p> <p><b>@DMC: Please explain if you offer excursions that involve wildlife interaction to inhouse and third party and if so, how it it insured that these are managed sustainably.</b> Are you following any local guidlines/restrictions: e.g. feeding elephants in camps?</p> <p><b>Information on DER Touristik Germany:</b></p> <p>See enclosed guidlines of marketing, product development, communication, etc. in animal</p>

		<p>welfare.</p> <p>Excursions that include interactions with wildlife are documented in the attached Excel file. These activities comply with all the laws published by the Ministry of the Presidency, relations with the courts, and democratic remembrance (<a href="#">Animal Protection and Welfare Code webpage</a>). Therefore, excursions that include interactions with wildlife comply with national/local law.</p> <p>Overall, the SCoC does reach into all DER Touristik Group DMCs as well.</p> <p> 7.7. ANIMAL WELFARE EXCURSION AUDIT SPAIN _ FEB_23.xlsx</p>
<p><b>7.10. Skilled Guides</b> 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>✓</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 requirement for any profession. To have the credentials issued by the Ministry of Tourism and the entities of the location where you want to work. Have knowledge of at least two languages besides Spanish, in which you must have a minimum level of B1 and B2 and have the certification that supports it. One of the most essential 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>More information becoming a guide on the Canary Islands: <a href="https://www.gobiernodecanarias.org/turismo/dir_gral_ordenacion_promocion/guia-de-como-convertirse-en-guia-de-turismo-en-los-archipi-lagos-de-canarias">https://www.gobiernodecanarias.org/turismo/dir_gral_ordenacion_promocion/guia-de-como-convertirse-en-guia-de-turismo-en-los-archipi-lagos-de-canarias</a></p> <p>More information becoming a guide in the Mainland Spain: <a href="https://www.gobiernodecanarias.org/turismo/dir_gral_ordenacion_promocion/guia-de-como-convertirse-en-guia-de-turismo-en-espana/?cn-">https://www.gobiernodecanarias.org/turismo/dir_gral_ordenacion_promocion/guia-de-como-convertirse-en-guia-de-turismo-en-espana/?cn-</a></p>

		<p style="text-align: center;"><a href="#">reloaded=1</a></p> <p>Moreover, we do offer all Travelife training via our Spanish Intranet as well as yearly state-subsidized voluntary/recommended training to all our employees.</p> <p>For more information about Reps &amp; Guides please check Chapter 8.</p> <p> THE_HUB_Sostenibilidad_RSC DER TOURISTIK España.pdf</p>
<p><b>7.11. Supporting local communities</b> 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>The DMC 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>The selection criteria for these stops (i.e.: stops at local pearl manufacturers; glass manufacturers; aloe vera, cheese, and sausage companies/manufacturers/factories; etc.) are always motivated by the traditional and cultural knowledge we have of our Destinations. Those businesses are always engaged, including the necessary information to all clients about traditional crafts and local production methods, and therefore do their best to document their local/autochthonous status (i.e: certifications (i.e.: CBPAE/CAEM [certified organic ecological farming], SGC, ISO, etc.)</p>
<p><b>7.12. Supporting environmental and biodiversity protection</b> 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>The DMC 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. 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. <i>Loro Parque</i>, 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. <i>La Laguna</i> is a UNESCO</p>

heritage site and we also offer guided tours of its historic center.

(Balearic Islands and Mainland info to be reported ASAP; see remarks)


## 8. Tour leaders, local representatives, and guides

8

### Tour leaders, local representatives and guides

8

Action			Details
<p><b>8.1. Employment conditions</b> 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><b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p> <p>Representatives &amp; Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local &amp; Swiss labor laws. All employees are introduced to their specific employment conditions again during their onboarding training (see 8.1.) and do get offered support when needed. The CoC is not included in any employment contract. The CoC is implemented at trainings as the onboarding trainings and on compass extranet (internal wikipedia for reps). We will also explain where to find all information online in their work information and manual (see enclosed). Our Contract template is enclosed.</p> <p><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p>As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:</p> <p style="padding-left: 40px;">DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. The third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the</p>

			<p>provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.</p> <p>With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:</p> <p>Hiring qualified local guides or other local staff</p> <p>Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf</p> <p>The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p> <p>Welcome meetings are held for both DER Touristik Group employees (by their staff) and DMC employees either by H&amp;R or the local Destination Manager to ensure that tour leaders, representatives, guides, and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration. Afterward, all employees with a Spanish labor contract are given access to the Spanish intranet, which explains our company structure.</p> <p> 8.1. REPS _ GUIDE SPANISH CONTRACT TEMPLATE.pdf</p>
<p><b>8.2. Living wage</b> 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</p>	<p>✓</p>	<p>✓</p>	<p><b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p>

above the legal minimum or relevant industry standard.

Representatives & Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local & Swiss labor laws. All employees are introduced to their specific employment conditions again during their onboarding training (see 8.1.) and do get offered support when needed. The CoC is not included in any employment contract. Our Goal is to implement a training to the Code of Conduct in our onboarding trainings. We will also explain where to find all information online in their work information and manual. Our Contract template is enclosed.

**@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.**

The minimum wage per agreement is 1330,1€ per month (Spanish law).  
DER Touristik Group and DMC Reps and Guides get paid above minimum wage.

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. The third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

		<p>Hiring qualified local guides or other local staff</p> <p>Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf</p> <p>The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p>
<p><b>8.3. Qualification and training</b> Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓</p>	<p><b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p> <p>Our representatives receive an onboarding training (only new employees), a destination training of their supervisor; An introduction, Training-on-the-job &amp; supervision of a local team member; Mandatory online trainings: 2 Rep trainings in Sustainability, as well as animal welfare and childcare training starting 2023); Online (internal Extranet/sharepoint) all reps and guides will find information on compliance, DER Touristik Group Guidelines, the Code of Conduct and also everything they need for their daily work (see screenshot enclosed). <b>See Action plan (@Coach)</b></p> <p><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC or at your local supplier/freelancers.</b></p> <p>Requirements to be a tourist guide, representative, or Tour leader in Spain, among others are:</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.



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.

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/>

Furthermore, local onboarding procedures are in place (see 8.1) and further training is offered: we do offer all Travelife training via our Spanish Intranet as well as yearly state-subsidized voluntary/recommended training to all our employees (see 7.10).

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

		<p>DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. The third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.</p> <p>With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:</p> <ul style="list-style-type: none"> <li>Hiring qualified local guides or other local staff</li> <li>Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf</li> </ul> <p>The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p> <p> TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf</p> <p> 8.3..png</p>
<p><b>8.4. Sustainability policy</b> Tour leaders, local representatives and guides are informed on the relevant</p>	<p>✓ —</p>	<p><b>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are informed about your sustainability policy.</b></p>

aspects of the companies' sustainability policy and are expected to comply with it.

**@DMC: PLEASE explain how guides, reps and tour leaders of collaborating companies offering hospitality services (e.g. DTS-CH, Fischer, Exim, Apollo), are informed about your sustainability policy.**

DMC employees with a Spanish contract are informed through access to our national intranet. Upon the latest news, push notifications are sent from that platform to all members. The system runs on Microsoft Sharepoint. Occasionally emails are sent directly by the Sustainability Coordinator to all DMC Staff.

Employees from collaborating companies are legally contracted with a Spanish labor agreement through us (and are re-billed to them), thus, by being employed by us locally, they also get access to the intranet.

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. ~~As a third-party~~ hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the

provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.



Memo Style email to managing director Jürgen Heiss of DTS\_CH in regards to Travelife.pdf



8.4 Café y capsulas.pdf



8.4. RESULTADOS\_ Café, Capsulas, y reciclaje en el Ed. Techne.pdf



THE\_HUB\_Sostenibilidad\_ RSC DER TOURISTIK España.pdf



PLAN ACOGIDA DER\_GVS 18.01.22.pdf

<p><b>8.5. Sustainability knowledge</b> Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓</p>	<p><b>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are trained in sustainability.</b></p> <p><b>@DMC: PLEASE explain how guides, reps and tour leaders of collaborating companies offering hospitality services (e.g. DTS-CH, Fischer, Exim, Apollo), are trained in sustainability.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement:</b></p> <p>Reps are trained online by travellife since Feb 2023 and in their onboarding training (CoC).</p> <p>Mandatory online trainings: 2 Rep trainings in Sustainability, as well as animal welfare and childcare training starting 2023.</p> <p>Online (internal Extranet/sharepoint) all reps and guides will find information on compliance, DER Touristik Group Guidelines and the Code of Conduct.</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.</p> <p>SOURCE:</p> <p><a href="https://abgt.es/2020/necesidad-de-inscripcion-en-el-registro-driat-habilitacion-de-guia-turistico/06/18/13/40/52/1310/uncategorized/abgt/">https://abgt.es/2020/necesidad-de-inscripcion-en-el-registro-driat-habilitacion-de-guia-turistico/06/18/13/40/52/1310/uncategorized/abgt/</a>  <a href="https://colegioguiasib.com/la-profesion-de-guia-turistico/">https://colegioguiasib.com/la-profesion-de-guia-turistico/</a></p> <p>DMC employees with a Spanish contract are informed through access to our national intranet. Upon the latest news, push notifications are sent from that platform to all members. The system runs on Microsoft Sharepoint. Occasionally emails are sent directly by the Sustainability</p>
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Coordinator to all DMC Staff.

Employees from collaborating companies are legally contracted with a Spanish labor agreement through us (and are re-billed to them), thus, by being employed by us locally, they also get access to the intranet.

Travelife training and other yearly subsidized training are offered (see attached intranet excerpt).

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. ~~The DMC~~ ~~as a~~ ~~receptive~~ ~~B2B~~ ~~company~~, ~~the~~ ~~DMC~~ ~~does~~ ~~not~~ ~~have~~ ~~any~~ ~~contact~~ ~~with~~ ~~the~~ ~~final~~ ~~client~~/~~tourist~~. ~~The~~ ~~DMC~~ ~~is~~ ~~responsible~~ ~~for~~ ~~the~~ ~~provisions~~ ~~of~~ ~~local~~ ~~contracts~~, ~~office~~ ~~space~~, ~~and~~ ~~support~~ ~~at~~ ~~all~~ ~~its~~ ~~Destinations~~ ~~for~~ ~~the~~ ~~following~~ ~~Tour~~ ~~leaders~~, ~~local~~ ~~reps~~, ~~and~~ ~~guides~~:





DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. ~~The DMC~~ ~~as a~~ ~~receptive~~ ~~B2B~~ ~~company~~, ~~the~~ ~~DMC~~ ~~does~~ ~~not~~ ~~have~~ ~~any~~ ~~contact~~ ~~with~~ ~~the~~ ~~final~~ ~~client~~/~~tourist~~. ~~The~~ ~~DMC~~ ~~is~~ ~~responsible~~ ~~for~~ ~~the~~ ~~provisions~~ ~~of~~ ~~local~~ ~~contracts~~, ~~office~~ ~~space~~, ~~and~~ ~~support~~ ~~at~~ ~~all~~ ~~its~~ ~~Destinations~~. ~~The~~ ~~DMC~~ ~~does~~ ~~not~~ ~~forward~~ ~~the~~ ~~DMC~~ ~~values~~, ~~but~~ ~~the~~ ~~values~~ ~~of~~ ~~the~~ ~~third~~-~~party~~ ~~Tour~~ ~~Operator~~ ~~which~~ ~~is~~ ~~represented~~.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

The DMC understands that guides are the intermediaries between the guests and the socio-

		<p>cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p> <p> TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf</p> <p> THE_HUB_Sostenibilidad_ RSC DER TOURISTIK España.pdf</p> <p> THE_HUB_Formación _voluntaria_.pdf</p> <p> Handbuch für die Gästebetreuung im Zielgebiet_16.03.2023.pdf</p>
<p><b>8.6. Destination knowledge</b> Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓ —</p>	<p><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p><b>@DMC: PLEASE explain how guides, reps and tour leaders of collaborating companies offering hospitality services (e.g. DTS-CH, Fischer, Exim, Apollo), are trained in sustainability.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement:</b></p> <p>All Reps receive trainings to destinations knowledge of DTS-CH (this does not include sustainable aspects). In the future, these will be updated by each DMC, so that every new rep will receive specific input on sustainability issues &amp; achievements at the destination. (Personell changes will be monitored and new staff re-educated.)</p> <p>A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in</p>

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/>

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:


DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. The third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on



		<p>our behalf</p> <p>The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p> <p><b>The DMC does not conduct mandatory training for Reps, Guides, or Tour Leaders from either DER Touristik Group Brands or third-party hirings in Destination knowledge.</b></p> <p> Handbuch für die Gästebetreuung im Zielgebiet_16.03.2023.pdf</p>
<p><b>8.7. Customer communication</b> 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><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement:</b></p> <p>Each DMC as well as the DTS-CH webpage "dertouristik-reiseleitung.com" inform on all sustainable matters in general &amp; per destination. The information will be promoted more obvious for the endcustomer on the general destination page of their holiday destination. All information of this webpage is accessible for all clients and highly promoted. The do's and don't of this section are communicated to the clients by our reps in welcome meetings, when it comes to booking a specific excursion or when answering questions to it. <b>See action plan (@Coach)</b></p> <p>Guides are trained during onboarding workshops and receive &amp; learn with a specific manual (see enclosed). This obtains information on child safeguarding, supported charitable projects, environmental management in hotels, sustainable products, branch initiatives &amp; collaborations</p>

(futouris), compliance on human rights, data protection, handling emergencies and complaints.

More sustainable excursions will be labeled on the webpage and provide explanations to the customer. Soon, customers will be able to book their excursion on "dertouristik-reiseleitung.com". Customers may also donate to a DER Touristik Foundation project when purchasing an excursion or any other time via digital payment options.

Moreover, you can find the official Group "hintbox" on "dertouristik-reiseleitung.com". Here, guests and staff may report any violation of our guidelines (e.g. human rights, child safeguarding and more).

In the past, information flyers on child safeguarding were handed out to our clients. Today, guides & reps link back to the input on sustainable matters on "dertouristik-reiseleitung.com", inform about the DER Touristik Group's Code of Conduct when needed and about information materials on dertouristik.com.

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.

*(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)*

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

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		<p>Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.</p> <p>With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:</p> <p>Hiring qualified local guides or other local staff</p> <p>Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf</p> <p>The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.</p>
<p><b>8.8. Sexual exploitation of children: staff training</b> Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	<p>✓</p>	<p><b>All employees of the DER Touristik Group are obliged to pass the online training on child safeguarding of The CODE. The training is available since March 2023 and so employees are currently in the process of training. The REWE Group is taken care of the annual fee of The Code.</b></p> <p>Requirement from The Code to sensitise own employees Duration: 15-30min Different languages available Participation will be tracked via The Code &gt; Reporting Ideally part of standard HR training Note that the session can expire</p> <p><b>How to get to the training:</b></p>

Go to [E-Learning Login — The Code](#)

Use groupwide login password: **TOUR8224b927c4** Recommendation: Download certificate (for an example see Lisa Jansen's certificate) For more planing on Child Safeguarding see page 12 of our child safeguarding guideline

**@DMC: This is also applicable to guides contracted by the DMC, since they are part of the DER Touristik Group. Please inform all of your guides.**

The DMC complies with the annual mandatory Child Safeguarding Training (The Code) for all employees.

As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

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With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

The DMC understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behavior. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, the DMC provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.

There's no spokesperson for it at the DMC level, but DER Touristik Group employed Tony Reyhanloo ([Tony.Reyhanloo@dertouristik.com](mailto:Tony.Reyhanloo@dertouristik.com)) specialized in Human Rights and Child Protection as a contact person regarding the topic.

(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 reyhannloo.png

## 9. Destinations

4

### Selection of destinations







2

Action	 	Details
<p><b>9.1. Sustainable destinations</b> 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.</p>	<p>✓ —</p>	<p><b>Group Answer: "No". Explanation:</b> The DMC-Network does not consider sustainable aspects when choosing a specific region at their destination. It proposes new destinations/regions according to the wishes of the DER Touristik Group Clients/TOs and their product managements.</p> <p><b>@DMCs:</b> Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>The DMC is not yet considering many sustainable aspects in selecting or processing Destinations.</p> <p>The current goal is to promote sustainable aspects of already existing Destinations.</p>
<p><b>9.2. Accessible destinations</b> In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ —</p>	<p><b>Group Answer: "No". Explanation:</b> The DMC-Network does not consider sustainable aspects of transportation when choosing a specific region at their destination. It proposes new destinations/regions according to the wishes of the DER Touristik Group Clients/TOs and their product managements.</p> <p><b>@DMCs:</b> Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>Indeed all transport options for any Destination are under annual revision due to contract</p>

		<p>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.</p>
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## Local projects and initiatives

2

Action			Details
<p><b>9.3. Local economic network</b> The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)</p>			<p>The DMC is not engaging in any initiatives that improve the relationships between accommodations and local producers.</p>
<p><b>9.4. Forbidden souvenirs</b> 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>The DMCs of the DER Touristik Group have all partners and providers sign their Supplier Code of Conduct, which includes to not promote illegal souvenirs. You may answer "yes".</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p><b>Information on Inhouse tour operator:</b></p>

### **Manta Reisen (TourCert certified)**

For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following:

Information on SOUVENIRS in their customers travel documents:

Caution is advised when buying souvenirs. According to the Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora, a long list of animals and plants are strictly prohibited from being imported into Switzerland. Violations are subject to very high fines and the prohibited souvenirs are confiscated at customs. Information can be found at <https://cites.org/>. Die Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc.

In order to protect endangered animals and plants or to preserve the cultural dignity of a country, refrain completely from buying souvenirs made in whole or in part from animals and plants, or dubious offers of antiquities. Every souvenir that is not bought reduces demand and thus the endangerment and exploitation of nature in your holiday country.

The DMC introduced a statement on our webpage: <https://dtservices.travel/sustainability/>

Moreover, the SCoC has a specific clause assessing the matter.



PLANTILLA CONTRATO EXCURSIONES 19.07.23.doc



TOUR LEADERS REPS GUIDES STUDY PLAN BOE\_A\_2009\_14261.pdf





6.2 SCoC\_DER\_Touristik\_Anexo a Contrato\_ESP\_JUN2023.pdf


## 10. Customer communication and protection



26



### Prior to booking

12

Action			Details
<p><b>10.1. Customer privacy</b> The company ensures that customer privacy is not compromised.</p>	✓	✓	<p>Data protection is part of every framework agreement of the DMC and the DER Touristik Group.</p> <p><b>Please see</b> a template of the framework agreement enclosed.</p> <p><b>@DMCs:</b> Please upload your data protection policy, your framework agreement or link back to the privacy policy of your website.</p> <p>e.g.: <a href="https://dtservices.travel/privacy/">https://dtservices.travel/privacy/</a></p> <p>Data protection DER Touristik Germany:</p> <p>E.g.: <a href="https://www.dertouristik.com/en/home/">DER Touristik Group: https://www.dertouristik.com/en/home/</a></p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p>The DMC does also not manage de web pages that tourists/clients use to book services. Bookings are received through IT systems which are connected to the web pages</p>

		<p><a href="https://dertouristik-reiseleitung.com/datenschutzerklaerung/">(https://dertouristik-reiseleitung.com/datenschutzerklaerung/</a> / <a href="https://www.dertour.de/privacy/content">https://www.dertour.de/privacy/content</a> )</p> <p>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.</p> <p>DER Touristik Group works with its own Data Protection Department (ProData) and forwards 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> PLANTILLA LEGAL ASPECTS, DATA PROTECTION 2022 ES.docx</p>
<p><b>10.2. Promotion and communication</b> 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><b>DMC Group Answer</b> should be "not applicable"/instead you may choose "yes" because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).</p> <p><b>Info on DER Touristik Germany:</b></p> <p>The products &amp; services of the DER Touristik Germany GmbH (e.g. accommodations, flights, transfers, etc.) are described in detaille on the webpage <b>dertour.com, its.de, jahnreisen.de, meiers-weltreisen.de, etc.</b></p> <p>All visual content containing TO brands is approved by our internal Brand Management, which monitors if the criteria of our internal guidelines were met. The <b>DER Touristik Approval Tool</b> is your tool for the Corporate Identity and Corporate Design-compliant implementation of communication media.</p> <p>All graphic design jobs (final creation of information &amp; content) are monitored by our brand</p>

		<p>management team.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p>This requirement does not apply because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).</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 (Group Brand management department headed by Lars Bolle, and Isabel Moos [Group Brand Management Manager]).</p> <p>Nevertheless, find enclosed the SCoC which is handed out to all supplier/provider contracts.</p> <p> 10.2 Group Brandmanagement __D_ Group Brandmanagement _ COMPASS.pdf</p> <p> 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf</p>
<p><b>10.3. Product information</b> 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>— <b>DMC Group Answer</b> should be "not applicable"/instead you may choose "yes" because DMCs are not involved in marketing and promotion (handled by clients/ tour operator).</p> <p><b>Information on DER Touristik Germany:</b></p> <p>See guidelines of marketing &amp; communication in animal welfare.</p>

		<p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p>This requirement does not apply because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).</p> <p>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. <a href="https://www.atcom.net/">https://www.atcom.net/</a></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><b>10.4. Destination information, quality</b> Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓</p>	<p><b>DMC Group Answer:</b> This question refers to information before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "yes" for an answer.</p> <p><b>Info on Apollo (Nordics):</b></p>

Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse>. They refer to it in our pre-trip communication.

This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

### **Information on DER Touristik Germany**

Booking confirmation: Clients are motivated inform themselves via link to a free & digital travel guide book of DER Touristik with information on the country the client will travel to including all relevant information (local culture, cultural heritage, climate, etc.): See Buenos Aires as an example enclosed.




Information on forbidden souvenirs is not included yet, but the TO is working on improving the information of the information in all travel documents.

[Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit | inzumi \(dertouristik.com\)](https://www.dertouristik.com)

*The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).*

*DMC clients are Tour Operators, not end clients/consumers.*

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 *Magalogs* 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

		<p>DER Touristik Group GmbH in Germany.</p> <p>i.e.: <a href="https://dertouristik-reiseleitung.com/en/mallorca/">https://dertouristik-reiseleitung.com/en/mallorca/</a></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><b>10.5. GHG / Carbon emission level</b> 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><b>DMC Group Answer:</b> This question refers to transportation before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "no" for an answer.</p> <p><b>Information on DER Touristik Germany:</b></p> <p><a href="https://www.dertour.de/reisemagazin/flug-kompensieren">https://www.dertour.de/reisemagazin/flug-kompensieren</a></p> <p>Clients are informed about how to compensate their emissions, once they are interested. But there is no direct information during the process of a booking on dertour.com. The technical setup for this option is on its way and confirmed.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></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.

✓ ✓

This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.

**Info on Apollo (Nordics):**

Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse>. They refer to it in our pre-trip communication.

This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

**Info on DER Touristik Germany**

Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany.


Gernal information on alternative transport options during/to your holiday destination:

travelling by train: <https://www.dertour.de/reisemagazin/urlaubsziele-mit-zug> Europe's most beautiful cycling cities: <https://www.dertour.de/reisemagazin/fahrradstaedte>  
"Sustainable travel with tips for soft tourism - How to reduce your carbon footprint on the road": <https://www.dertour.de/reisemagazin/nachhaltiges-reisen-tipps>

*The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).*

*DMC clients are Tour Operators, not end clients/consumers.*



		 RE_DER TOURISTIK GROUP _ MYCLIMATE.pdf
<p><b>10.7. Transport to the airport</b>          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><b>DMC Group Answer:</b> This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.</p> <p><b>Information DER Touristik Germany:</b></p> <p>In package tours, a Rail&amp;Fly-Ticket is mostly included. Exceptions are low budget packages, but a Rail&amp;Fly-Ticket is an option as an addon to the booked package.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.8. GHG / Carbon offset information</b>          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><b>DMC Group Answer:</b> This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.</p> <p>General reference to <b>collaboration with the "partner myclimate" of DER Touristik Germany:</b></p> <p>Carbon offsetting: <a href="https://www.dertour.de/reisemagazin/flug-kompensieren">https://www.dertour.de/reisemagazin/flug-kompensieren</a> Information on Carbon Offsetting in travel confirmation: <b>See below, enclosed</b> Compensation info can be found in the <b>travel information/booklet (see enclosed) My Sites, App - see below</b> Information no part of booking process itself</p>

**Info in Detail:**

**2. Booking confirmation quotation:**

Would you like to offset the CO2 emissions of your flight, car journey or cruise? Under the following link you can calculate your CO2 footprint and support certified sustainable carbon offset projects around the world with your offset contribution. Climate protection projects around the world: [dertouristik.myclimate.org](http://dertouristik.myclimate.org)

**3. Travel information Quotation:**

**CLIMATE PROTECTION CONTRIBUTION VIA MYCLIMATE**

Would you like to take responsibility for the CO2 emissions of your trip and reduce your carbon footprint? Under the following link you can calculate the CO2 emissions of your flight, your car journey, your overnight stays or your cruise and support certified carbon offset projects around the world with your carbon offset contribution:

<https://dertouristik.myclimate.org>

**4. My Sites (see enclosed)**

My Sites is a self-service portal for which the customer can register after booking.

- Vision is that the MySites become THE digital and direct communication and interaction channel between us as tour operators and our existing customers


- Services and functionalities:


o Information on the booked services (hotel, rental car, flight...)

o Overview of payments made in the case of direct collection

o Retrieval of invoice (only for customers with direct collection) and travel documents

o And since September 2022 there is also the new My DERTOUR app, which can be downloaded free of charge from the Apple and Google Play Store.

		<p>The customer is informed about the compensation of CO2 emissions when they call up their booked trip in the portal. <b>The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).</b></p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p> 10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_MYCLIMATE_1_.pdf</p>
<p><b>10.9. GHG / Carbon compensation with booking</b> 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><b>DMC Group Answer:</b> This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.</p> <p><b>Information on DER Touristik Germany:</b></p> <p>Until now there is no voluntary option for a carbon offset given during the booking process. Only after receiving the booking confirmation DER Touristik informs on carbon offsetting and also later when receiving the travel information, prior to departure to the holidays destination of the client.</p>


		<p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p> 10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_MYCLIMATE _1_.pdf</p>
<p><b>10.10. Indication sustainable accommodation and excursions</b> (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>DER Touristik Germany GmbH: The company is managing bookings and so also partly/or entirely (depending on the DMC) handling the communication to the clients/endcustomers.</p> <p>All DMCs may answer "yes".</p> <p>All sustainable information is bundled here: <a href="https://www.dertour.de/nachhaltiger-urlaub">https://www.dertour.de/nachhaltiger-urlaub</a></p> <p><b>Accommodations are labeled</b> with a "green leaf" on the TO webpages of DER Touristik com. Enclosed an example on its.com (Meiers Weltreisen.de &amp; dertour.de will follow in August 2023): See enclosed a filter-option and the green leaf labeling. <a href="https://www.meiersweltreisen.de/Reisen-mit-ITS-Ihrem-Reiseanbieter-fuer-erholsamen-Urlaub-IITS.de">Reisen mit ITS - Ihrem Reiseanbieter für erholsamen Urlaub   ITS.de</a></p> <p>You can find all certified hotels here (sum up of all certified hotels, green leaf is added by August 2023):<a href="https://www.dertour.de/nachhaltige-hotels">https://www.dertour.de/nachhaltige-hotels</a></p> <p><b>More Sustainable excursions:</b></p>

		<ul style="list-style-type: none"> <li>- See more sustainable excursions presented in our Green Magalog B2B/B2C (see uploads). Also promoted on <a href="https://www.dertour.de/nachhaltiger-urlaub">https://www.dertour.de/nachhaltiger-urlaub</a> (scroll further down)</li> <li>- It was used an internal created appraisal-tool to help to understand the criteria of a more sustainable excursion and evaluate it</li> <li>- DER Touristik is working on a labeling of more sustainbale excursions</li> <li>- Almost finished creating a sustainble round trip in Irland (coming soon)</li> </ul> <p style="text-align: center;"><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p style="text-align: center;"><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.11. Travel advise sustainable offers</b> 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 style="text-align: center;"><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p style="text-align: center;"><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>

<p><b>10.12. Sustainability commitment</b> (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).</p>	<p>✓</p>	<p><b>DMC Group Answer:</b> Clients of the DMC are informed on the individual webpage of the DMC.</p> <p><b>Please add</b> your webpage/subdomain of destination touristic services/ go vacation/ etc. <b>E.g.</b> <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p>If any information is missing please contact Schumann, Julia &lt;Julia.Schumann@dtservices.travel&gt;. Thank you.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
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## After booking and during holidays

11

Action		Details
<p><b>10.13. Destination information and interpretation</b> Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	<p>✓</p>	<p><b>@DMCs:</b> This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p><b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b>.</p> <p><b>Information on DER Touristik Germany</b></p>

		<p>Booking confirmation: Clients are motivated inform themselves via link to a free &amp; digital travel guide book of DER Touristik with information on the country the client will travel to including all relevant information (local culture, cultural heritage, climate, etc.): See Buenos Aires as an example enclosed.</p> <p><a href="http://dertouristik.com">Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit   inzumi (dertouristik.com)</a></p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.14. Destination dos and don'ts</b> 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><b>@DMCs:</b> This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p><b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p>

**Info on DER Touristik Germany:**

**See action plan**

DER Touristik's rep service is informing clients during their trip about departure times, how to purchase excursions, complaints and about what the client can contribute at the destination/Dos and Dont's (currently updated):

<https://dertouristik-reiseleitung.com/en/rhodos/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/>

**travel documents information on the foreign office for important information of your travel destination:**

**You will receive the travel documents** for our joint client today. Please check the documents for completeness before departure and ask the client to take them with him on the trip. In addition, he should inform himself about current travel and safety information as well as entry requirements at the travel agency or on the Internet and take note of any important information in the travel documents. **For Germany: from the Federal Foreign Office at [www.auswaertiges-amt.de](http://www.auswaertiges-amt.de). New also via app at [www.diplo.de](http://www.diplo.de);** For Austria: From the Foreign Ministry at [www.aussenministerium.at](http://www.aussenministerium.at); For Switzerland: from the Federal Department of Foreign Affairs at [www.eda.admin.ch](http://www.eda.admin.ch);

**Aswell, there is a section with a general information to the client in the travel information:**

One final request: Please be responsible with your chosen destination. Do not disturb animals in their natural and please respect nature reserves. When diving, please be careful not to touch the corals, as they corals, otherwise they will die and you will be left with a wasteland. Be careful when buying souvenirs made from animals or plants. These often fall under international species protection regulations and may not be imported or exported in Germany.

Please also remember to always take your waste with you. An unforgettable day on a white sandy beach and a coral reef in all its glory will thank you!



		<p><b>Behaviour in public (e.g. Dubai)</b></p> <p>Exchanging affection and swearing in public in the United Arab Emirates are punishable acts.</p> <p><b>Clothing (e.g. Dubai)</b></p> <p>Please always remember that you are travelling to a Muslim country. You should only wear swimwear on the beach or in the pool area of the hotel. "Topless" and "thongs" are prohibited. Ladies should refrain from wearing tight miniskirts, shorts and low-cut tops outside the hotel. To avoid hurting the feelings of your hosts, you should always keep your knees, shoulders and upper arms covered and not wear anything see-through or or figure-hugging items. Gentlemen should also refrain from wearing muscle shirts and shorts. Please note that when visiting mosques, women wear a headscarf when visiting mosques. Important: The Emirate of Sharjah has a statutory dress code. Women are not allowed to wear short skirts, trousers, backless or see-through clothing outside the hotel facilities.</p> <p>Men must keep their legs and upper body covered when on the street and should not wear jewelry.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.15. Health and Safety</b> Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>— @DMCs: This question refers to information that is handled on to the customer before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with.</p> <p>@DMCs: Please explain how you handle this information with <b>third party clients</b>.</p>

		<p><b>Info on DER Touristik Germany:</b></p> <p><b>Travel Documents: Security Advice</b></p> <p>Important note: Please note the <b>security advice</b> for your respective holiday region and any transit country and in particular the entry regulations on the website of the <b>German Foreign Office</b> and the return travel regulations to Germany (<a href="https://www.auswaertiges-amt.de/de/ReiseUndSicherheit">https://www.auswaertiges-amt.de/de/ReiseUndSicherheit</a>). Guests of other nationalities or residing in other countries, please contact the relevant authorities in good time. For Austria: At the Ministry of Foreign Affairs at <a href="http://www.aussenministerium.at">www.aussenministerium.at</a> For Switzerland: The Federal Department of Foreign Affairs at <a href="http://www.eda.admin.ch">www.eda.admin.ch</a>.</p> <p><b>Travel Documents: Health e.g. Buenos Aires</b></p> <p>The health system is good by Central American standards, but there is a lack of medication in some areas - bear this in mind when putting together your first-aid kit. It is advisable to take a first-aid kit for your personal needs.</p> <p>personal needs. Doctor's and medicine costs must be paid by credit card. A small tip: Have a look on the internet at <a href="http://www.fit-for-travel.de">http://www.fit-for-travel.de</a> or <a href="https://www.healthytravel.ch/">https://www.healthytravel.ch/</a>: There you will find detailed information on the subject of health and travel.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.16. Destination contact person</b></p>	<p>✓ ✓</p>	<p>This question refers to information that is handled on to the customer before arrival at the</p>

A contact person and permanently reachable telephone number is available for emergency situations.

destination. The DMCs are not handling these services but the tour operators they are working with.

**@DMCs & Third party clients:** Please explain if you or your rep service is the emergency contact, and how clients are informed about the emergency contacts.

**DER Touristik Germany:**

**See travel documents Dubai enclosed**

Travel documents e.g. Dubai:

**Page 2**

**Important contacts**

Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic.

Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439 512, e-mail:

reisebetreuung.der@dertouristik.com

Customer concerns after return journey: E-mail: kundenbetreuung@dertouristik.com

Blocking of EC cards: Tel. +49 180 5021021

Blocking of credit cards: Amex: +49 69 97971000, Mastercard: +13142756690, Visa: +14105813836

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

**Page 7:**

**The website of DER Touristik Reiseleitung:** We are also there for you online.

- News ticker with the latest information.
- Contact by phone, e-mail or chat with your local contact. In

In selected hotels, our tour guides will also look after you personally.

- The pick-up time for your return transfer to the airport is available online 1 - 2 days before your return flight.

(if a transfer is included in your travel booking). In most

destinations, you can also register to receive your pick-up time conveniently and automatically by

email (details under Return journey on the website).

- Reserve your favourite excursions and rental cars in advance or during the trip and find out about current offers.



- Your holiday region from A-Z.

Scan this QR code conveniently with your mobile phone or visit our website.

QR code: See in travel documents enclosed

Website: <https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/>

*The DMC is not directly involved with end clients/consumers. The DMC does not handle this*

		<p><i>information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p> <p> 10.16 tour operator contact info _1_.jpg</p> <p> 10.16 tour operator contact info _2_.jpg</p>
<p><b>10.17. Emergency situations</b> Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p><b>@DMCs:</b> When working with <b>DTS-CH reps</b>, see page 113 - 116 in our guide manual. All information on emergency guidelines is given here.</p> <p>If you <b>not work with DTS-CH reps</b>, please explain how you educate you emegency contact persons.</p> <p><b>Info on DER Touristik Germany:</b></p> <p>There is a 24h Hotline for clients at the destination for any problem that might appear.</p> <p><b>Info on communication Hotline Number?</b></p> <p>Within the travel documents clients receive information how to reach out to their insurance company or block a credit card, etc.</p> <p><b>See travel documents Dubai enclosed</b></p> <p>Travel documents e.g. Dubai:</p> <p><b>Page 2</b></p>

### **Important contacts**

Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic.

Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439 512, e-mail:

reisebetreuung.der@dertouristik.com

Customer concerns after return journey: E-mail: kundenbetreuung@dertouristik.com

Blocking of EC cards: Tel. +49 180 5021021

Blocking of credit cards: Amex: +49 69 97971000, Mastercard: +13142756690, Visa: +14105813836

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

### **Page 7:**



**The website of DER Touristik Reiseleitung:** We are also there for you online.

- News ticker with the latest information.
- Contact by phone, e-mail or chat with your local contact. In

In selected hotels, our tour guides will also look after you personally.

- The pick-up time for your return transfer to the airport is available online 1 - 2 days before your return flight.

(if a transfer is included in your travel booking). In most

		<p>destinations, you can also register to receive your pick-up time conveniently and automatically by email (details under Return journey on the website).</p> <p>- Reserve your favourite excursions and rental cars in advance or during the trip and find out about current offers.</p> <p>- Your holiday region from A-Z.</p> <p>Scan this QR code conveniently with your mobile phone or visit our website.</p> <p>QR code: See in travel documents enclosed</p> <p>Website: <a href="https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/">https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/</a></p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></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><b>10.18. Activities do's and don'ts</b> 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</p>	<p>✓ ✓</p>	<p><b>@DMCs: "Answer: not applicable".</b> This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.</p>

national good practice and locally agreed.

Please explain how you are organized for **3rd party clients**.

**Info on Apollo (Nordics):**

Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse>. They refer to it in our pre-trip communication.

This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

**Info on DER Touristik Germany:**

Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers.




On Webpage of rep service there is more information on dos and don'ts for the clients incl. a general information on illegal souvenirs: <https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/>

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*DMC clients are Tour Operators, not end clients/consumers.*



<p><b>10.19. Sexual exploitation</b> Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p><b>@DMCs: "Answer: not applicable"</b>. This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.</p> <p>Please explain how you are organized for <b>3rd party clients</b>.</p> <p><b>Info on DER Touristik Germany:</b></p> <p>DER Touristik Germany implemented a program on child safeguarding together with other tour operators at German airports and trainstations. See picture and PDF enclosed ("Kinderschutz", only available in German Language).</p> <p>DMC Headquarter motivates TOs to include more information on child safeguarding (e.g. Don't look away) and illegal souvenirs in their travel documents.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p><b>Info on Specialist (TO) "Manta Reisen":</b></p> <p>Code of Conduct for hotel partners and partner agencies Careful product selection is important to us. With the "Supplier Code of Conduct", which we send to our partners, they sign that they are committed to sustainability in the areas of environmental protection, human rights, working conditions, sexual exploitation of children and young people, local procurement and development. Child protection Manta Reisen has signed the Code for the Protection of Children from Sexual Exploitation in Tourism. We are committed to preventing and not tolerating child prostitution. <a href="http://www.thecode.org">www.thecode.org</a></p>
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		<p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></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><b>10.20. Illegal souvenirs</b> 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><b>@DMCs: "Answer: not applicable".</b> This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.</p> <p>Please explain how you are organized for <b>3rd party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p>

**Information on Inhouse tour operator:**

**Manta Reisen (TourCert certified)**

For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following:

Information on SOUVENIRS in their customers travel documents:

Caution is advised when buying souvenirs. According to the Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora, a long list of animals and plants are strictly prohibited from being imported into Switzerland. Violations are subject to very high fines and the prohibited souvenirs are confiscated at customs. Information can be found at <https://cites.org/>. Die Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc.

In order to protect endangered animals and plants or to preserve the cultural dignity of a country, refrain completely from buying souvenirs made in whole or in part from animals and plants, or dubious offers of antiquities. Every souvenir that is not bought reduces demand and thus the endangerment and exploitation of nature in your holiday country.

**Info on DER Touristik Germany:**

DMC Headquarter motivates TOs to include more information on child safeguarding (e.g. Don't look away) and illegal souvenirs in their travel documents.

e.g. information of wwf that will in the future be part of the DTS-CH  
Webpage: [https://www.wwf.at/wp-content/uploads/2021/07/wwf\\_souvenirratgeber\\_2019\\_web.pdf](https://www.wwf.at/wp-content/uploads/2021/07/wwf_souvenirratgeber_2019_web.pdf)

On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal

souvenirs: <https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/>

**Travel information of DER Touristik Germany as an Example:**

Only this note + customs in the travel documents:

In addition, he/she should inform himself/herself about current travel and safety information as well as entry conditions at the travel agency or on the

Internet and take note of any important information in the travel documents.

For Germany: At the Federal Foreign Office at [www.auswaertiges-amt.de](http://www.auswaertiges-amt.de). New also via app at [www.diplo.de](http://www.diplo.de)

For Austria: From the Foreign Ministry at [www.aussenministerium.at](http://www.aussenministerium.at)

For Switzerland: From the Federal Department of Foreign Affairs at [www.eda.admin.ch](http://www.eda.admin.ch).

Travel documents - Customs:

Import ban on narcotics of all kinds, food, GPS devices, weapons, electrical and electronic devices (e.g. irons, radios).

irons, radios). Cameras, video cameras, sports equipment etc. must be declared on import and re-exported.

re-exported. Gifts must be declared to the Cuban authorities. For the export of art objects (paintings, antiques, etc.) requires a state

a state export licence. For exports of 50 or more cigars (in their original packaging!), a receipt from the official tobacco shop is required.

official tobacconist's receipt is compulsory. The import and export of pesos is prohibited.

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*DMC clients are Tour Operators, not end clients/consumers.*

<p><b>10.21. Local services and goods</b> Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓</p>	<p>✓</p>	<p><b>@DMCs: "Answer: not applicable".</b> This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.</p> <p>Please explain if you work together/support with a tour operator's product development?</p> <p>Please explain how you are organized for <b>3rd party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restauarants and goods, sustainable transportation option and many more.</p> <p><b>Info on DER Touristik Germany:</b></p> <p>DMC Headquarter motivates TOs to include more information on local services and goods in their travel documents.</p> <p>On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal souvenirs and more: <a href="https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/">https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</a></p>
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		<p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.22. Sustainable transport options</b> Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p><b>@DMCs:</b> DMCs do not communicate with the endcostumer only the TO it works with.</p> <p>Please explain, if you work with own reps and provide information to endcostumers (incl. 3rd party clients).</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. They refer to it in our pre-trip communication.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p><b>Info on DER Touristik Germany:</b></p> <p>DMC Headquarter motivates TOs to include more information on sustainable transportation, such as sit-in-coach transfers, E-Bikes, public transportation etc. in their travel documents.</p> <p>On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal souvenirs: <a href="https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/">https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</a></p>

		<p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.23. Donations</b> 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).</p>	<p>✓ —</p>	<p><b>@DMCs:</b> Answer: "no". DMCs do not communicate with the endcostumer only the TO it works with.</p> <p>Please explain if you motivate endcostumors to donate to charitable projects you as a DMC support. If so, your answer can also be "yes".</p> <p><b>Info on DER Touristik Germany:</b></p> <p>The <b>tavel information documents/booklet provides information on a donation</b> to one of the DER Tourisik Foundations projects since April 2023: See travel information enclosed (last page)</p> <p><b>Donation during booking process:</b> Customers can also make a DER Touristik Foundation (DTF) donation <b>when booking at the travel agency</b> and a DTF info with a reference to the donation option is also attached to the travel documents.</p> <p><b>General info:</b></p> <p>The <b>DER Touristik Foundation</b> was established in 2014 as a non-profit association by DER Touristik. brought it into being. In this way, the internationally operating travel group acknowledges its social responsibility towards the people and nature in the countries in which it</p>

		<p>travels. The DER Touristik Foundation is committed to promoting the education of children, young people and women as well as nature and animal conservation. and women as well as for nature and animal conservation in less developed tourist destinations.</p> <p>To date, 86 projects have been carried out in 26 countries on five continents in close cooperation with charitable associations, foundations and aid organisations.</p> <p>associations, foundations and aid organisations on the ground.</p> <p>100% of the donations from our guests flow into the projects - every cent is used for a specific purpose and effectively used effectively and for the intended purpose.</p> <p>More information at <a href="https://www.dertouristik-foundation.com">https://www.dertouristik-foundation.com</a></p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
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## After holidays

3

Action	 	Details
<p><b>10.24. Customer satisfaction</b> Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	 	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>If you work with your own B2B survey or other surveys (B2C), please explain your customer satisfaction organisation here.</p>



**Information of Christian Klamp (CRM Quality Manager of DER Touristik Germany):**

We conduct guest surveys at up to 3 touchpoints - after booking, during the trip & after the trip.

After a customers trip we write to all guests of our tour operator brands (DERTOUR, ITS, MWR and Jahn Reisen) the day after their return.

The content of the surveys is identical for all brands, the email templates only differ by brand.

We only have a special feature when one of our DTH hotels is booked. In this case, additional questions are asked about the hotel in relation to sustainability.

Here you can find corresponding examples for the respective brands:

[Dertour](#) [ITS](#) [Meiers Weltreisen](#) [Jahn Reisen](#)

When sending out the surveys, we still personalize them so that we address the guest by name and also include the names of the hotels booked in the survey.

For the guest surveys we use Microsoft Customer Voice, which is directly connected to our internal CRM system Microsoft Dynamics.

This means that every feedback we receive is always linked to the respective customer profile.

On the one hand, we use the surveys to determine our customers' willingness to recommend us to others and use the Net Promoter Score (NPS) as the most important key figure for this.

On the other hand, we also ask detailed questions about the satisfaction of all other travel components (rental car, transfer, hotel, contact with the tour operator).

The aim is to make the results of the surveys available to all relevant touchpoints in order to develop measures to improve guest satisfaction.

		<p>At present, the results of the NPS questionnaire and hotel satisfaction are reported every 14 days for our DMC target areas.</p> <p>In the future, as already described, all relevant touchpoints will have access to a dashboard on which they will only be able to evaluate the answers that are relevant to them.</p> <p>However, this is still under construction.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>
<p><b>10.25. Sustainability and customer satisfaction</b> Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>If you work with your own B2B survey or other surveys (B2C), please explain your customer satisfaction surveys include questions to sustainability.</p> <p><b>Info on touroperators:</b></p> <p>DER Touristik Germany does not include any question on sustainability matters. Other TO of the DER Touristik Group (Apollo - yet Travelife certified) may do so already.</p> <p><i>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</i></p> <p><i>DMC clients are Tour Operators, not end clients/consumers.</i></p>

**10.26. Complaints**

The company has clear procedures in case of complaints from clients.

✓

✓

**@DMC:** DMCs do not manage customer satisfaction but the tour operators they work with.

When receiving a **complaint of a tour operator**, how do you manage it?

**Example: DER Touristik Germany and Guide Service (DTS-CH): Extract from the Guide Service book (manual):**

**(Screenshot info on DER Touristik Germany complaint procedure)**

"You are advised to follow the steps below in handling complaints:

Inform clients on how to send a complaint A designated person will receive formal complaints from clients Record it internally and determine a person in charge of resolution if different from the person above Acknowledge the complaint and investigate as necessary Conduct any internal consultation Communicate with the customer, and offer a solution/resolution

**Information to DER Touristik Germany:**

**Info Reiseunterlagen:**

Während Ihrer Reise für Sie da Ihre Zufriedenheit steht für uns an erster Stelle! Wir möchten, dass Sie einen erholsamen und unbeschwerten Urlaub verbringen. Bei Anliegen hilft Ihnen am schnellsten Ihre Reiseleitung mit „KoRa“, der kundenorientierten Reklamationsabwicklung während Ihres Aufenthalts im

Urlaubsland.

Bitte wenden Sie sich während Ihrer Reise für Ihre Anliegen ausschließlich an die örtliche Reiseleitung. Ist im Verlauf Ihrer Reiseunterlagen kein örtlicher (Notfall)kontakt angegeben?

Dann sind wir für Sie da:

DER Touristik Reisebetreuung  
Tel. +49 211 95439512  
E-Mail: reisebetreuung.der@dertouristik.com

**Endcustomers of DER Touristik Germany:**

The dts Rep Service or DMC handles complaints and forwards them to the DER Touristik Complaint Department. The department works after strict procedures to ensure handling every case at it's best.

After booking and before their trip, customers can contact their Tour operator with the contact information giving in their travel documents.

During their trip costumors may contact their rep service on their webpage, directly when during service hours in the hotel lobby or via 24h Hotline.

For complaints clients can write an email or call our hotline after chosing their tour operator here <https://www.dertouristik.com/kontakt/fuer-reisende/>

**Quality management at DER Touristik Germany** is responsible for quality assurance in all areas directly relevant to the customer. The customer is the focus of our attention. To this end, we constantly collect quality indicators and, together with the specialist departments, ensure that measures are taken to improve quality. In addition, all areas that communicate service problems to the customer and - if the case arises - strive to satisfy the customer despite the problems that have occurred, are bundled in quality management.

This currently includes, among other things, clearing (before the trip), KORA processing (customer-oriented complaints processing) and customer care in the context of complaints after the trip. Customer care is supported by the incoming management department, which is responsible for the systematic recording of customer documents."

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*DMC clients are Tour Operators, not end clients/consumers.*