

Sustainability report - 2024

GO VACATION-DOM REP Travelife Partner



Content

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

1. Reporting context

2. Company data

GO VACATION-DOM REP

Avenida Luis Ginebra Plaza Turisol 55
57000 PUERTO PLATA
<https://gocaribic.com>
sabina.teuber@dertouristik.com.do

Tourist volume	>50000
Number of employees	51 - 100
Type of tourism	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Village and Community Based Tourism (CBT)
Special target groups	Young people, Singles, Seniors, Families with children
Destinations offered	

Sustainability coordinator

Sabina Teuber
sabina.teuber@dertouristik.com.do

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

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	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26

6. Detailed overview

0. Company characteristics

10

Contact details

1

Action			Details
0.1. Sustainability coordinator			Sabina Teuber sabina.teuber@dertouristik.com.do 809-586-4075

Organization structure

1

Action			Details
0.2. Awards			No hemos recibido certificaciones mencionados en guidance en los ultimos 5 años.

Brands, products, and/or services

6

Action			Details
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0.3. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator, Land transport, Activity provider, Travel agency (leisure), Travel agency (corporate), Cruise company
0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	City tour Rafting, Jeep safaris Boat tours Visiting traditional communities, Slum tours, Visiting schools Marine animals watching
0.5. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	>50000
0.6. Tourism types	✓	✓	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Village and Community Based Tourism (CBT)
0.7. Target groups	✓	✓	Young people, Singles, Seniors, Families with children
0.8. Destinations	✓	✓	

Personnel

1

Action			Details
0.9. Number of employees	✓	✓	51 - 100 26 - 100

Public communication

1


Action			Details
0.10. Brands under Travelife scope	✓	✓	


1. Sustainability management & legal compliance

16

Engagement of company













3

Action			Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).			Sabina Teuber  Job Description Sabina Teuber.docx
1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).			Como empresa de viajes que se relaciona con diversas partes interesadas en el turismo, a saber, consumidores, guías turísticos, agencias de viajes, hoteles, empresas de transporte, restaurantes y atracciones, entendemos nuestro papel clave y nuestra influencia en el desarrollo sostenible del turismo. Por ello, nos comprometemos a promover la sostenibilidad. Nuestro objetivo es seguir, aplicar y promover buenas prácticas de sostenibilidad para maximizar los impactos positivos y minimizar los negativos en el turismo de nuestras operaciones e influir en nuestros clientes y socios para que hagan lo mismo. Nuestra declaracion de misión y visión esta adjunta como documento word y tambien ha sido implementada en nuestra página web. Adjuntamos ejemplo de ambos. Sobre nosotros - GoVacation República Dominicana (govacation-domrep.com)
1.3. Trained sustainability coordinator/team			Sabina Teuber

<p>The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>		<p>Company learning monitor No workshop information for this company</p> <p> Travelife Certificate.pdf</p>
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Social cooperation

3

Action	 	Details
<p>1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>	 	<p>Hemos colaborado con la ONG " OCEANO LIMPIO. Recientemente todos nuestros empleados y sus familiares hemos realizado una jornada de limpieza de playa en conjunto con la organizacion " OCEANO LIMPIO". Adjunto fotos de la actividad.</p> <p> DSC_9482.JPG</p> <p> DSC_9554.JPG</p> <p> DSC_9657.JPG</p> <p> DSC_9692.JPG</p> <p> DSC_9684.JPG</p> <p> DSC_9764.JPG</p>
<p>1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability</p>	 	

are shared with other companies and stakeholders (e.g. via the Travelife website) .

1.6. Donations

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).



Hacemos donaciones en Navidad al hogar de ancianos y a un orfanato. El monto destinado a cada institucion ronda los USD 300. Al momento no tenemos foto para soportar dicha actividad ya que nuestro servidor fue hackeado y se han perdido todos los datos.

Recientemente todos nuestros empleados y sus familiares hemos realizado una jornada de limpieza de playa en conjunto con la organizacion " OCEANO LIMPIO". Una experiencia espectacular. Hemos donado un aporte monetario a dicha organizacion. Adjunto fotos de la actividad.



DSC_9481.JPG



DSC_9554.JPG



DSC_9657.JPG



DSC_9692.JPG



DSC_9684.JPG



DSC_9764.JPG



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Baseline assessment

2

Action			Details
1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.			
1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).			

Policy

2

Action			Details
1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.			Favor ver debajo nuestra politica. POLITICA.docx
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).			La politica ha sido comunicado a nuestros colaborados mediante correo electronico y publicamente en nuestra página web. URL : https://govacation-domrep.com/es/sobre-nosotros/ https://govacation-domrep.com/libros/POLITICA%20DE%20SOSTENIBILIDAD.pdf



Sabina Teuber_Codigo de Conducta _ Go Vacation DOM. REP.pdf

Action plan










2

Action			Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>			<p>Contamos con un action plan. La ultima vrsion del mismo esta adjunto.</p> <p> Accion Plan 4.xlsx </p>
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>			<p>Hemos creado una encuesta sobre la sostenibilidad en nuestra oficina involucrando asi a todo el personal en el diseno del programa de sostenibilidad. adjunto correos enviado a los empleados.</p> <p>Para concientizar nuestros empleados en cuanto a sostenibilidad, estamos tambien organizando una jornada de limpieza de playa. Dicha actividad involucra todos los empleados de Go Vacation.</p> <p>Se ha comunicado sobre la importancia de separar y coleccionar los plasticos para su reciclaje y se estan planificando otras actividades agregadas al Plan de Accion</p> <p> Go Vacation recicla oficialmente.pdf Neveritas con Sticker 2.jpg Accion Plan 2.xlsx </p>

		 Encuesta sobre Sostenibilidad.pdf
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Monitoring and evaluation


2

Action			Details
1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.			<p>El equipo verde se junta una vez al mes para intercambiar ideas y a discutir y monitorear los progresos. Dicho equipo es conformado por Zobeyda Vargas, Kerstin Zdrallek, Liz Ventura, Alexandra Ventura y Sabina Teuber. Hasta el momento no hemos generado actas sobre estas reuniones pero si se han cumplido algunas metas. Algunas de estas metas son:</p> <p>Implementacion de un botiquin de primeros auxilios</p> <p>Implementacion de un buzón de sugerencias</p> <p>Implementacion de invitar a temas sostenibles a nuestros proveedores mediante los contratos.</p> <p>Subimos algunos soportes de estas metas.</p> <p> BUZON_SUGERENCIAS.jpg</p> <p> Foto Botequin 1.jpg</p>
1.14. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.			<p>Informamos a nuestros empleados via correos electronicos. Adjunto ejemplo de comunicación.</p> <p> Recursos Humanos_Computadoras ,luces y aires oficinas y pasillos.pdf</p>

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External reporting and communication

2



Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.			Una vez que estemos certificados , estaremos haciendo los reportes.
1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.			Una vez que estemos certificados , estaremos haciendo los reportes.Tambien hemos incluido este task en nuestro Plan de Accion bajo el punto nr. 6  Accion Plan 2.xlsx





2. Internal management: social policy & human rights






22





Social policy and human rights


19

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	✓	✓	Nuestra empresa no se opone a la afiliación sindical de los empleados. Actualmente no tenemos sindicatos activos.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).	✓	✓	
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).	✓	✓	Los empleados son libres de entrar o salir de su empleo por decisión propia sin penalización, de acuerdo con su contrato. Adjuntamos código de trabajo de la República Dominicana. Adicionalmente adjuntamos las páginas específicas y relevantes del código.  código_de_trabajo.pdf  código_de_trabajo 44_49_53_55.pdf
2.4. HR Manual The company has a written Human Resource policy.	✓	—	
2.5. Formal contracts	✓	✓	Todos los empleados cuentan con un contrato de trabajo. El mismo incluye las condiciones y

<p>All employees of the company have an employment contract, including labour conditions and a job description.</p>			<p>breve descripción del puesto. Adjunto ejemplo de un contrato.</p>  <p>CONTRATO DE TRABAJO GO CARIBIC CRISTELISE DE LA ROSA ESTRELLA.docx</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	✓	✓	<p>Afirmativo, nuestra empresa cumple con el pago mínimo establecido por la ley, ó por encima del mismo, dependiendo de la posición del empleado.</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	✓	✓	<p>Afirmativo, nuestra empresa paga horas extra a los empleados. No tenemos documento que soporta ni política por escrito.</p>
<p>2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	✓	✓	<p>Nuestra empresa contribuye al pago del seguro médico a los empleados, tal como lo exigen las leyes Dominicanas.</p>  <p>Factura Seguro Humano.pdf</p>  <p>Factura Seguros Universal.pdf</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	✓	—	<p>Afirmativo, nuestra empresa tiene un seguro de responsabilidad civil para los empleados en caso de accidentes laborales.</p>  <p>RIESGO LABORAL.pdf</p>



<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓</p>	<p>✓</p>	<p>Nuestros empleados tienen el disfrute de unas vacaciones anuales pagas, tal como lo establecen las leyes laborales de la Republica Dominicana.</p> <p> PAGO VACACIONES.pdf</p>
<p>2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	<p>✓</p>	<p>—</p>	<p>Nuestra empresa garantiza baja por enfermedad remunerada a los empleados de acuerdo con las leyes laborales de la Republica Dominicana.</p>
<p>2.12. Health and safety 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>✓</p>	<p>Si, contamos con una politica de Salud y Seguridad asi como con un botiquin con utensilios de primeros auxilios. Adjuntamos fotos del botequin y de la politica.Tenemos detectores de humo en cada area de la oficina.</p> <p> Foto Botequin 2.jpg</p> <p> Foto Botequin 1.jpg</p> <p> Política de Salud y Seguridad.pdf</p> <p> Detector humo recepcion.jpg</p>
<p>2.13. Equal opportunities 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>Nuestra empresa garantiza que no se discrimina a las personas en lo que respecta a la contratación, las condiciones de empleo, el acceso a la formación y a puestos directivos, la promoción en terminos de residencia,sexo,raza, edad, discapacidad,origen étnico,religion, orientación sexual o de cualquier otra forma.</p>



<p>2.14. Child labour 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>Nuestra empresa no emplea a menores de 14 años ó menos, de hecho solo empleamos personas que hayan cumplido su mayoría de edad la cual en este país corresponde a 18 años.</p> <p>Este se incluye también el Código de Conducta para Proveedores (adjunto)</p> <p> CODIGO DE CONDUCTA PARA SUPLIDORES.docx</p>
<p>2.15. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	<p>✓</p>	<p>✓</p>	<p>Nuestros empleados pueden comunicar sus quejas mediante el buzón de sugerencia. El mismo se encuentra colocado en una de las paredes del pasillo. También lo pueden hacer mediante recursos humano. Estaremos implementando un procedimiento de documentación de dichas quejas. Adjunto foto del buzón.</p> <p> BUZON_SUGERENCIAS.jpg</p>
<p>2.16. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	<p>✓</p>	<p>—</p>	<p>Nuestra empresa dispone de un buzón de sugerencias y quejas a través del cual todo personal puede hacer llegar a la administración sus opiniones, ideas y quejas sobre cuestiones laborales claves. También lo pueden hacer mediante recursos humano. Luego de recibir una opinión la misma es escalada al departamento de la gerencia indicado y procesado.</p> <p> BUZON_SUGERENCIAS.jpg</p>
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓</p>	<p>—</p>	<p>Adjuntamos algunos ejemplos.</p> <p> NORMAS DE LA EMPRESA.docx</p>

2.18. Persons with special needs The company employs persons with special needs	✓	Actualmente en nuestro panel de empleados no se encuentra ninguno con necesidades especiales, pero estamos dispuestos a emplear personal con discapacidad en cualquier momento.
2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	Hemos iniciado una medida en este sentido en nuestra oficina y tenemos una plantilla de encuesta para medir la satisfaccion de nuestros empleados. Ajunto la plantilla.  Plantilla Encuesta de Personal.pdf

Training and education

3

Action		 Details
2.20. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	Nuestro personal recibe boletines recurrentes en cuanto a sus roles y derechos humanos mediante el survey. Tambien tendremos un equipo humano en primeros auxilios en nuestra oficina. Dicho entrenamiento ya ha sido coordinado con la Cruz Roja Dominicana y tendrá lugar en los primeros dias de febrero. Tambien contaremos personal que se entrenará como guardianes de servicio para Terremotos. Los mismos estan entrenados para dirigir a las salidas de emergencias a los empleados en caso de eventualidad de terremotos. Los entrenamientos tendrán lugar en febrero y estan incluidos en el plan de accion.

		 Primeros Auxilios Certificado.pdf
<p>2.21. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ —</p>	<p>Nuestro personal recibe entrenamientos cuando algun sistema nuevo es introducido. Adjunto ejemplo de un training.</p> <p>10</p>  ATKOM TRAINING.pdf
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓ —</p>	<p>Nuestra empresa ha ofrecido periodos a practicantes. Estos practicantes han venido desde Alemania y el método usado es que pasan un tiempo determinado en cada departamento a aprender las diferentes funciones que tenemos. Estuvimos practicantes en 2012, 2018 y 2019. Lamentablemnte no podemos soportar estos internships ya que nuestra empresa fue victima de un hackeo de ambos servidores en el 2022 y perdimos todos los datos.</p> <p>1</p>




3. Internal management: environment and community relations

37

Procurement



6

Action		Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>	<p>✓</p>	<p>La empresa no tiene una política escrita para medir y reducir activamente el uso de bienes desechables. Nosotros informamos a los colaboradores via correo electronico. Adjuntamos ejemplo.</p> <p> IT Go Caribic_APAGAR EQUIPOS AL TERMINAR SUS LABORES.pdf</p>
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	<p>✓</p>	<p>En general el encargado de compras tiene la obligacion de vigilar y evaluar la compra antes de realizarla para determinar la sostenibilidad y calidad del producto, de acuerdo a lo previsto en nuestra Politica de Sostenibilidad.</p> <p>Como ejemplos, nuestra empresa ha cambiado de toallas de papel a secadores de mano en los baños. El papel toalla que se utiliza en la cocina es papel ecologico (color marron)</p> <p> POLITICA.docx</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	<p>✓</p>	<p>Nuestra empresa adquiere el papel de oficina con credenciales sostenibles, reciclado y FSC. Adjuntos un emplo de una resma.</p> <p> Papel de oficina.png</p>

3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	✓	Nuestras Fotocopiadoras estan sujetadas por default para imprimir a doble cara.
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	✓	—	El cafe que se utiliza en nuestra empresa es cultivado en Republica Dominicana.  Cafe Santo Domingo.jpg
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	—	Usamos un desifectante multiuso de la marca FABULOSO. El mismo ahorra agua y lo menciona en su labol. Tambien en us ficha técnica menciona que es biodegradable. Adjunto foto del labol y de la ficha técnica.  ECO LABOL DE FABULOSO.jpg  Imagen Fabuloso.JPG

Paper (promotional materials)

3






Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	✓	Solo imprimimos dentro de nuestra oficina (no en imprenta). Para asegurar ser sostenible en este sentido los impresos son doble cara y utilizamos papel con eco labol de RECYCLE y FSC. Adjunto foto del papel.







			Papel de oficina.jpg
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	✓	✓	El papel que utilizamos para imprimir los brochures es reciclado y FSC. La imagen del papel esta adjunta. 100 Papel de oficina.jpg
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	—	Nuestra compañía calcula el nivel de impresion para los brochures de acuerdo a las ventas anuales. Solo el 50% de lo requeridoes impreso y, según la necesidad, hacemos una post-produccion de impresos. De esta manera nos aseguramos de solo imprimir lo que realmente se necesita. No tenemos documentos de soporte.





Energy

9

Action			Details
3.10. Energy reduction policy 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.	✓	✓	La empresa si tiene un compromiso activo con la reducción del consumo de energía con la implementacion de paneles solares que se supervisa y aplica. Para la oficina de impresion se utilizan luces con sensores de movimiento. PANELES SOLARES GC.jpg










<p>3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓</p>	<p>—</p>	<p>En nuestro caso solo utilizamos aire acondicionados (ya que estamos en el caribe), lo mismos trabajan a capacidad dependiendo del clima. Estos tambien estan alimentados por los paneles solares. Para los cortes de electricidad nos auxiliamos de los generadores que trabajan a base de diesel.</p> <p>477</p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓</p>	<p>✓</p>	<p>Nuestra empresa utiliza paneles solares y generador con diesel en eventualidades de cortes de energia. Con los paneles solares producimos el 37% de nuestra energia consumida mensualmente. No contamos con facturas en especificas que refleje este porcentaje ya que es una comparacion entre las facturas antes de los paneles y actualmente.</p> <p> PANELES SOLARES GC.jpg</p> <p> PANELES 2 GC.jpg</p>
<p>3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>—</p>	
<p>3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	<p>✓</p>	<p>—</p>	<p>Nuestra empresa utiliza bombillos de bajo consumo en todas las instalaciones.</p> <p> PANELES SOLARES GC.jpg</p> <p> PANELES 2 GC.jpg</p> <p> FOTO BOMBIBILLA.jpg</p>

<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓</p>	<p>✓</p>	<p>Nuestra empresa tiene una politica de apagado, donde se establece que todos los equipos, aires acondicionados y luces deben ser apagados al final de la jornada. Adjunto correo de informacion.</p> <p> Capture.PNG</p>
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓</p>	<p>✓</p>	<p>Nuestra empresa tiene una politica de apagado, donde se establece que todos los equipos, aires acondicionados y luces deben ser apagados al final de la jornada. Adjunto correo de informacion.</p> <p> Capture.PNG</p>
<p>3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	<p>✓</p>	<p>✓</p>	<p>Nuestra empresa dispone de directrices para la compra de equipos que consuman energía, lo que incluye una política preferencial para los dispositivos con menor consumo energético.</p> <p>Podemos mencionar bombillos de bajo consumo, aire acondicionados inverter, reguladores de voltaje para algunos equipos y los monitores de las computadoras son LCD.</p> <p> FOTO BOMIBILLA.jpg</p> <p> FOTO MONITOR.jpg</p> <p> FOTO AIRE INVERTER.jpg</p> <p> FOTO INVERSOR INVERTER.jpg</p>
<p>3.18. Efficiency mode</p>	<p>✓</p>	<p>✓</p>	<p>Nuestros equipos se ajustan por defecto al modo de ahorro de energía. Podemos mencionar</p>

<p>Where applicable, equipment is set by default to the energy-saving mode.</p>		<p>como ejemplo el modo ahorro en los monitores, impresoras, bombillos con sensores de movimientos y reguladores de voltaje. Estas medidas estan establecidas por efecto por el departamento de sistemas.</p> <p>  ahorro monitor 2.PNG  ahorro monitor.PNG  FOTO SENSOR MOVIMIENTO PARA LUZ.jpg  FOTO AHORRO ENERGIA IMPRESORA.jpg </p>
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Water



3





Action			Details
<p>3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>			<p>La empresa ha implantado una política con objetivos específicos para reducir su consumo de agua. Podemos mencionar el almacenamiento de agua lluvia para uso en limpieza.</p> <p>  Almacenamiento de agua lluvia.jpg </p>
<p>3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>			
<p>3.21. Water saving toilets</p>			

Dual flush or other water saving equipment is installed in the toilets			
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Waste management

7

Action			Details
3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.			La empresa cumple la legislación nacional relativa a la eliminación de residuos. Los desechos son recolectados en un contenedor y son recogidos y desechados por el gobierno local.
3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).			La política de reducción y reciclaje de residuos sólidos con objetivos cuantitativos para reducir los residuos no reutilizables o reciclables es el uso de taza de ceramica, impresion doble cara y la compra de insumos a granel.  POLITICA.docx
3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.			
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.			Nuestra empresa reduce el uso de botellas plasticas utilizando agua potable envasadas en empaques tetra, para la distribucion en las excusiones. Para el consumo de agua potable en la oficina se utiliza un bebedero comun. Adjunto factura.  Manantiales de Gerico SRL.pdf

<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓</p>	<p>✓</p>	<p>Trabajamos conjuntamente con una empresa que recicla plasticos. Separamos toda la basura plastica que se genera en la oficina y la colocamos en un deposito. Cuando dicho deposito se encuentre lleno la empresa recicladora lo retira para fines de reciclaje.</p> <p>Tambien reciclamos el papel impreso que luego es utilizado para consumo interno.</p> <p>Las autoridades locales no proveen organizadores para reciclar otros materiales. La empresa recicladora es una empresa privada con la cual colaboramos.</p> <p> Reciclaje Plasticos.jpg</p> <p> Go Vacation recicla oficialmente.pdf</p> <p> Neveritas con Sticker 2.jpg</p>
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓</p>	<p>—</p>	<p>Las impresoras que utilizamos no son diseñados para refill.</p>
<p>3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓</p>	<p>—</p>	<p>Una vez nuestras baterias estan averiadas, de inmediato el tecnico de mantenimiento se las vende a talleres que se dedican al reciclaje de baterias.</p> <p> venta_de_baterias_usadas.jpg</p>


Reducing pollution

2

Action			Details
3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.	✓	✓	En nuestra empresa el agua es eliminada a través del sistema de alcantarillado público.
3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓	—	En nuestra empresa solo se usan detergentes de limpieza. Evitamos el cloro y los demas productos de limpieza los adquirimos de un vendedor local.

Mobility

5

Action			Details
3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	—	Si tenemos la política que reduce los viajes entre una oficina y otra realizando las reuniones via Teams. La empresa no tiene en vigor una política de movilidad sostenible para los viajes relacionados con el personal que vive en el mismo lugar que la empresa.  POLITICA.docx
3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	—	Nuestra empresa tiene como enfoque el e-learning y conferencias via Teams pero no medimos las emisiones ni tenemos una política fijada.

3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	Reducimos los impactos del transporte aplicando, siempre y cuando sea posible, las videoconferencias,

Sustainability training and awareness raising

1

Action			Details
3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.	✓	—	Nuestros empleados reciben informaciones sobre sus funciones y responsabilidades con respecto a las prácticas medioambientales, incluidas las cuestiones relacionadas con el agua, el ahorro de energía, el papel y los residuos.

Land use and community relations

1

Action			Details
3.37. Land use and construction	✓	✓	We do not own any land.

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.			
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4. Inbound partner agencies

7

Inbound partner agencies






4

Action		Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>		<p>A fin de estimular la sostenibilidad entre nuestros proveedores, hemos incluido cláusulas de sostenibilidad en todos nuestros contratos con proveedores. Estos incluyen en el Punto 6.2 la Protección de la Niñez y condiciones de trabajo. En el Punto 6.3 el cumplimiento de leyes y regulaciones Medioambientales y protección Animal. Y en el punto 6.4 los Derechos Humanos. Adjunto un contrato de ejemplo.</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>
<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>		<p>Son informados mediante los contratos que firman con nosotros. Adjunto contrato de ejemplo.</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>		<p>Hemos incluido cláusulas de sostenibilidad en todos nuestros contratos con los proveedores. Estos incluyen en el Punto 6.2 la Protección de la Niñez y condiciones de trabajo. En el Punto 6.3 el cumplimiento de leyes y regulaciones Medioambientales y protección Animal. Y en el punto 6.4 los Derechos Humanos. Adjunto un contrato de ejemplo</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>

<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	<p>✓</p>	<p>—</p>	<p>He consultado con nuestros abogados y si podemos integrar dicha motivación en las renovaciones de contratos y nuevos contratos a partir de ahora. Mientras tanto coloqué el tema en el Action Plan.</p> <p> Accion Plan 2.xlsx</p>
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Specific conditions

3

Action			Details
<p>4.5. Contracts Written contracts with partner agencies are in place.</p>	<p>✓</p>	<p>—</p>	<p>Si, tenemos contratos con nuestros proveedores. Adjunto ejemplo.</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>
<p>4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>	<p>✓</p>	<p>—</p>	<p>Nuestros contratos incluye esta clausula. La pueden ver en el tercer parrafo del punto 6.2 sobre Protección de la Niñez en el contrato adjunto.</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>
<p>4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	<p>✓</p>	<p>—</p>	<p>Si, este tema esta disponible bajo el punto 6.4 de Derechos Humanos de cada contrato. Adjunto ejemplo.</p> <p> GC_ Caribbean Luxury Sailing_Enero 2024.pdf</p>

5. Transport

4



Selecting transport suppliers

3

Action			Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p>Your answer: not applicable</p> <p>Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.</p> <p>Los transportes hacia nuestro destino no son organizados por nosotros como DMC.</p>
<p>5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	✓	✓	<p>Your answer: not applicable</p> <p>Explanation: Clients of the DMCs/ outbound tour operators offer different transport options: Rail& Fly, flight, individual transfer.</p> <p>The DMC is not offering such services.</p> <p>Nosotros como DMC no ofrecemos este servicio.</p>
<p>5.3. Local transport 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>Como explicado anteriormente, los transportes alternativos (transporte público) no son de fiar en este país. La empresa aplica los transportes tomando en cuenta el precio y cantidad de clientes por vehículos. Por ejemplo, no utilizamos un vehículo de mayor tamaño si el número de clientes no lo amerita.</p>

Sustainable packages

1

Action		Details
<p>5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>	<p>✓</p>	<p>Ofrecemos algunas excursiones sostenibles. Las mismas son promovidos por las paginas web de los cruceros. Adjunto la descripción de dos de nuestros productos y la promocion del producto. Dichas excursiones se consideran sostenibles porque apoyan y fomentan el reciclaje de papel y el uso de productos locales como el chocolate, ademas brindan oportunidades de trabajo y desarrollo a un grupo de mujeres de campo.</p> <p>https://www.carnival.com/shore-excursions/amber-cove/hands-on-chocolate-experience-at-chocal-445106</p> <p> recycled paper and crafts.docx</p> <p> Hands on chocolate experience at Chocal.docx</p>

6. Accommodations

11

Accommodations

7

Action		Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>	<p>✓</p>	<p>✓ The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's accommodation purchasing approach/strategy.</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 & 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>Hotel suppliers DER Touristik Germany purchase:</p> <p>The group hotel contracting of DER Touristik DMC GmbH included GSTC-certification as a mandatory part of their guarantee- and advanced payment contracts.</p> <p>The purchase department of DER Touristik Hotels & Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="text-align: center;">Franchise Agreements Cooperations & Marketing Services Agreements Managed &</p>

		<p>Pacht & owned Hotels</p> <p>The CoC is also included in the main portfolio of all hotel contracts.</p> <p>An overview of all contracted hotels per season and their certification status is attached.</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ ✓</p>	<p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group clients.</p> <p>@DMCs: Concerning your third party business: Please answer the questions for your DMC. Thank you.</p> <p>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)</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The</p>	<p>✓ ✓</p>	<p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p>

percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.

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

Remark to DMC's client DER Touristik Germany:

All certified hotels can be found here for bookings: <https://www.dertour.de/nachhaltige-hotels>

DER Touristik Germany & 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.

Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such.

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).

No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.

6.4. Contract conditions

Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.

✓ ✓

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:

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>See "EN_SCoC_DER_Touristik_Group.pdf"</p> <p>There is also a guideline to hotel contracting (see enclosed)</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	<p>✓ ✓</p>	<p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</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>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	<p>✓ ✓</p>	<p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</p>

		<p><i>Remark to DMC's client DER Touristik Germany (DTD):</i></p> <p>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/</p> <p>DER Touristik Germany collaborates with various hotel chains, that present & publish an own sustainable approach & initiatives, e.g.: Iberostar:</p> <p>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.EAIaIQobChMlr6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.7. Incentives 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>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>Hotels that are engaged in sustainability & 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>https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023</p> <p>For more incentives for Hotels please have a look at the incentives attached to this questions "Incentives DER Touristik Hotels & Resorts" (DTHR) of the Corporate Responsibility Steering Board Committee of May 2023.</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
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Specific conditions

4

Action		Details
<p>6.8. Child and compulsory labour</p> <p>The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>		<p>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 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).</p> <p>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."</p> <p>https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</p> <p>https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf</p>

		<p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.9. Accommodations respecting and featuring local architecture, 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).</p>	<p>✓ ✓</p>	<p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>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.</p> <p>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.</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.10. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓ ✓</p>	<p>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 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).</p> <p>Extract to SCoC: "DER Touristik reserves the right to terminate the contract with a supplier</p>

		<p>without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children."</p> <p>https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</p> <p>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.</p> <p>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.</p> <p>The compliance team of the DER Touristik Group can be reached via email here.</p> <p>https://www.dertouristik.com/en/compliance-behaviour/ & Hintbox</p> <p>https://dertouristik-reiseleitung.com/ > Bottom of page</p> <p>> https://dertouristik-reiseleitung.com/en/compliance-verhalten/</p> <p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
<p>6.11. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to</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 also valid for all contracts with third party clients. The completion of integration</p>

terminate the cooperation with the accommodation.

of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS).

The **DER Touristik Group Code of Conduct** (point 5) prohibits sets environmental standards Service providers shall comply with national laws, regulations and standards relating to protection of the environment.

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.

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 **must be**

observed. 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/>

			<p>No tenemos influencia en la compra de hotel. Aparte de Der Touristik trabajamos con los clientes de crucero los cuales no requieren alojamiento.</p>
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7. Activities




12

Activities

5



Action		Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	<p>✓</p>	<p>La empresa ofrece excursiones sensibles desde el punto de vista medioambiental o cultural y sostenibles. Adjuntamos las excursiones en cuestion.</p> <p>https://govacation-domrep.com/es/travel-planner/camel-esca/</p> <p>3</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓</p>	<p>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 & 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</p>

		<p>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>@DMCs: Please upload an example (excel file) of a sustainable excursion, monitored by the appraisal tool. If you have not handed in any sustainable excursion, please answer this question with "no".</p> <p>See enclosed DER Touristik Group's guidelines on animal welfare in product, communication, marketing, etc.</p> <p>Se da preferencia a las excursiones que operan sobre la base de normas de sostenibilidad controladas, en particular las que demuestran respeto por las tradiciones locales, el bienestar de los animales y el medio ambiente. Las empresas contratadas no ofrecen productos o servicios que perjudiquen a los seres humanos, los animales, las plantas o los recursos naturales , ni productos que puedan considerarse social o culturalmente inaceptables. Sus productos y servicios proporcionan beneficios económicos a las comunidades locales, incluido un entorno de trabajo justo y equitativo para los empleados locales. La empresa contratada no ofrece actividades en las que se mantengan animales salvajes en cautividad. Las excursiones que incluyen interacciones con animales salvajes cumplen los códigos de conducta pertinentes. Se minimiza cualquier perturbación de los ecosistemas naturales". Tambien podemos mensionar que trabajamos con guias locales.</p> <p> HANDS ON CHOCOLATE.xlsx</p> <p> DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx</p>
<p>7.3. Suppliers communication 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>@DMCs: Please upload an example of a contract with a supplier (incl. the CoC).</p>

		<p>Comunicamos nuestro objetivo sostenible a los proveedores mediante nuestro código de conducta. Adjunto el código de conducta y ejemplo de un contrato que tenga el código.</p> <p> recycled paper and crafts.docx</p> <p> CODIGO DE CONDUCTA _ Español.docx</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimize 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>La empresa, internamente, tiene directrices en las excursiones requeridas para evitar el impacto negativo en su respectivo entorno y la seguridad del cliente. Por ejemplo, en la excursión de ballenas es obligatorio el uso de chalecos al estar a bordo de la embarcación y está restringido el uso de plástico para evitar la contaminación en el agua. El código de conducta ha sido enviado a todo nuestro personal mediante correo electrónico. Los proveedores recibirán el código de conducta según se van renovando sus contratos, por tal razón es un proceso un poco más lento.</p> <p> Sabina Teuber_Codigo de Conducta _ Go Vacation DOM. REP.pdf</p>
<p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓</p>	<p>✓</p>

Specific criteria

7

Action		 Details
<p>7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural</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</p>

resources (e.g. water/energy), or which are socially/culturally unacceptable.

safeguarding, anti corruption, etc. see attached) policy to every contract, it is insured that all criteria of it will meet the contracted supplier.

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).

@DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion.

@DMCs: Please upload an example of a local supplier contract 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.

Information on DER Touristik Germany:

See guidelines of marketing & communication in animal welfare.

None of our excursions is harmful to humans, animals, plants or natural resources.

Please check our list of excursions at : <https://govacation-domrep.com/>

7.7. Wildlife featuring

Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national 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.







https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf





An animal welfare policy 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.

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

		<p>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 & DMC network</p> <p>@DMC: What kind of excursions with animals do you offer for inhouse and third party clients? Please list them or upload your portfolio-analysis (excel sheet) of Feb 23.</p> <p>Information on DER Touristik Germany:</p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>No ofrecemos excursiones que impliquen animales cautivos. La única excursión que ofrecemos es el avistamiento de ballenas. No se tocan, ni se persiguen a las ballenas, cumpliendo así con el código de conducta. Adjunto enlace debajo.</p> <p>https://govacation-domrep.com/travel-planner/buckelwale-pop/</p>
<p>7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	<p>✓ ✓</p>	<p>https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</p> <p>An animal welfare policy 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 & DMC network</p>

		<p>@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.</p> <p>Information on DER Touristik Germany:</p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>We do not offer excursions involving captive animals.</p>
<p>7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	<p>✓ ✓</p>	<p>https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</p> <p>An animal welfare policy 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>See attached: Animal Welfare Policy of DER Touristik Group & DMC network</p> <p>@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. Are you following any local guidelines/restrictions: e.g. feeding elephants in camps?</p>

		<p>Information on DER Touristik Germany:</p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>La única excursión que ofrecemos es el avistamiento de ballenas. No se tocan, ni se persiguen a las ballenas, cumpliendo así con el código de conducta. Adjunto enlace debajo.</p> <p>https://govacation-domrep.com/travel-planner/buckelwale-pop/</p>
<p>7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓</p>	<p>— Todos nuestros guías son certificados por el ministerio de turismo. Adjunto las certificaciones de dos de nuestros guías.</p> <p> 20230627102553057.pdf</p> <p> 20230627103638800.pdf</p>
<p>7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓</p>	<p>— La empresa incluye en sus paquetes de excursiones, actividades que implican y apoyan directamente a las comunidades locales como son las compras de artesanía tradicional, alimentos locales y visitas a proyectos sociales. Adjuntamos fotos de ejemplos y el link a nuestra página web.</p> <p>https://govacation-domrep.com</p> <p> Repapel making paper.jpg</p> <p> Repapel women laughing paper necklace.jpg</p>

			 Repapel_Impact_Activity_2.jpg  Tienda de Souvenirs.jpg
<p>7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓</p>	<p>—</p>	<p>Ofrecemos excursiones que incluyen areas protegidas, tales como parques</p>  Los_Haitises_MotoMarina_05.jpg  Los_Haitises_Mangroven2.jpg

8. Tour leaders, local representatives, and guides

8



Tour leaders, local representatives and guides

8

Action			Details
<p>8.1. Employment conditions 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>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</p> <p>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. 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>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</p> <p>Los terminos y condiciones estan incluidos en los contratos de trabajo.</p>
<p>8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>			<p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</p> <p>Representatives & Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to</p>

		<p>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.</p> <p>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</p> <p>Nuestro personal contratado recibe salarios de acuerdo a su posición, todos los salarios son mínimos o por encima del mínimo según estipulan las leyes dominicanas.</p>
<p>8.3. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓ —</p>	<p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</p> <p>Our representatives receive an onboarding training (only new employees), a destination training of their supervisor; An introduction, Training-on-the-job & 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). See Action plan (@Coach)</p> <p>@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.</p> <p>Nuestros colaboradores reciben entrenamientos al iniciar su empleo y recurrentes cuando se implementa algún sistema nuevo.</p>

<p>8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.</p>	<p>✓ —</p>	<p>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are informed about your sustainability policy.</p> <p>@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.</p> <p>Cada empleado recibe nuestra politica de sostenibilidad via correo electronico.</p>
<p>8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓ —</p>	<p>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are trained in sustainability.</p> <p>@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.</p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</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>Los lideres y los guias han completado los cursos de capacitacion de Travelife.</p>
<p>8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓</p>	<p>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</p> <p>@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.</p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</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 & achievements at the destination. (Personell changes will be monitored and new staff re-educated.)</p> <p>Nuestros guías turísticos locales realizan anualmente una formación Der Touristik Online. Tambien hacen un entrenamiento y reciben un certificado oficial (documento adjunto)</p> <p> Certificado de guia.pdf</p> <p> CertificadoAAAFxZAAMAAAt2rAAa.pdf</p>

8.7. Customer communication

Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).



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

The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their **supplier statement:**

Each DMC as well as the DTS-CH webpage "dertouristik-reiseleitung.com" inform on all sustainable matters in general & 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. **See action plan (@Coach)**

Guides are trained during onboarding workshops and receive & learn with a specific manual (see enclosed). This obtains information on child safeguarding, supported charitable projects, environmental management in hotels, sustainable products, branch initiatives & collaborations (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.

		<p>Los clientes son informados al inicio de la excursion.</p>
<p>8.8. Sexual exploitation of children: staff training 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>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 anual fee of The Code.</p> <p>Requirement from The Code to sensitise own employees Duration: 15-30min Different languages available Participation will be tracked via The Code > Reporting Ideally part of standard HR training Note that the session can expire</p> <p>How to get to the training:</p> <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</p> <p>@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.</p> <p>Nuestros guías turísticos locales realizan anualmente una formación Der Touristik Online.</p>

9. Destinations

4

Selection of destinations

2

Action		Details
<p>9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>	<p>✓ —</p>	<p>Group Answer: "No". Explanation: 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>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p>
<p>9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ —</p>	<p>Group Answer: "No". Explanation: 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>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>La única vía de transporte para excursiones en este país son autobuses y camiones. No existen transportes públicos tales como trenes en las áreas turísticas.</p>

Local projects and initiatives

2

Action			Details
<p>9.3. Local economic network 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>9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>			<p>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>Info on Apollo (Nordics):</p> <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.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p>Information on Inhouse tour operator:</p> <p>Manta Reisen (TourCert certified)</p> <p>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:</p>

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.

No promovemos la compra de souvenirs prohibidos.

10. Customer communication and protection

26

Prior to booking

12

Action			Details
<p>10.1. Customer privacy 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>Please see a template of the framework agreement enclosed.</p> <p>@DMCs: Please upload your data protection policy, your framework agreement or link back to the privacy policy of your website.</p> <p>e.g.: https://dtservices.travel/privacy/</p> <p>Data protection DER Touristik Germany:</p> <p>E.g.: DER Touristik Group: https://www.dertouristik.com/en/home/</p> <p>La empresa garantiza que la privacidad del cliente no se vea comprometida. Ofrecemos protección de data en caso de cobro con tarjeta de credito via el sistema de Verifone y pay one.</p>
<p>10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>			<p>DMC Group Answer 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>Info on DER Touristik Germany:</p> <p>The products & services of the DER Touristik Germany GmbH (e.g. accommodations, flights, transfers, etc.) are described in detail on the webpage dertour.com, its.de, jahnreisen.de, meiers-weltreisen.de, etc.</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 DER Touristik Approval Tool 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 & content) are monitored by our brand management team.</p> <p>Nuestras promociones son transparentes y cumplen con descripción implementada.</p>
<p>10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</p>	<p>✓ —</p>	<p>DMC Group Answer 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>Information on DER Touristik Germany:</p> <p>See guidelines of marketing & communication in animal welfare.</p> <p>La información sobre productos y precios es clara, completa y precisa con respecto a nuestra empresa y sus productos y servicios, incluidas las declaraciones de sostenibilidad.</p>
<p>10.4. Destination information, quality</p>	<p>✓ —</p>	<p>DMC Group Answer: This question refers to information before arrival at the destination.</p>

Destination information, including sustainability aspects, is factually correct, balanced and complete.

The DMC does not handle this information but its clients, the tour operators. Please chose "yes" 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.

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 \(dertouristik.com\)](http://www.dertouristik.com)

La información sobre el destino, incluidos los aspectos de sostenibilidad, es objetivamente correcta, equilibrada y completa. Adjunto link de pagina web de Go Vacation. <https://govacation-domrep.com>

10.5. GHG / Carbon emission level

Clients are informed about the GHG or carbon emission of the travel offer



DMC Group Answer: 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"

<p>before booking in order to enable consumers to take this into account in their decision making process.</p>		<p>for an answer.</p> <p>Information on DER Touristik Germany:</p> <p>https://www.dertour.de/reisemagazin/flug-kompensieren</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>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓ —</p>	<p>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>Info on Apollo (Nordics):</p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse. 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>Info on DER Touristik Germany</p> <p>Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany.</p> <p>Gernal information on alternative transport options during/to your holiday destination:</p> <p>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</p>

		<p>En este país los medios de transporte de turistas solo son autobuses y camiones. No existen transportes alternativos como trenes o metro.</p>
<p>10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	<p>✓ ✓</p>	<p>DMC Group Answer: 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>Information DER Touristik Germany:</p> <p>In package tours, a Rail&Fly-Ticket is mostly included. Exceptions are low budget packages, but a Rail&Fly-Ticket is an option as an addon to the booked package.</p> <p>En este país no se ofrecen opciones de transporte hacia y desde el aeropuerto. La única vía disponible son traslados en autobús o taxi.</p>
<p>10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.</p>	<p>✓ ✓</p>	<p>DMC Group Answer: 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 collaboration with the "partner myclimate" of DER Touristik Germany:</p> <p>Carbon offsetting: https://www.dertour.de/reisemagazin/flug-kompensieren Information on Carbon Offsetting in travel confirmation: See below, enclosed Compensation info can be found in the travel information/booklet (see enclosed) My Sites, App - see below Information no part of booking process itself</p> <p>Info in Detail:</p> <p>2. Booking confirmation quotation:</p>

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

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.

The customer is informed about the compensation of CO2 emissions when they call up their booked trip in the portal. **The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).**

<p>10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	<p>✓ ✓</p>	<p>DMC Group Answer: 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>Information on DER Touristik Germany:</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>10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	<p>✓ —</p>	<p>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 sustainble information is bundled here: https://www.dertour.de/nachhaltiger-urlaub</p> <p>Accommodations are labeled with a "green leaf" on the TO webpages of DER Touristik com. Enclosed an example on its.com (Meiers Weltreisen.de & dertour.de will follow in August 2023): See enclosed a filter-option and the green leaf labeling. Reisen mit ITS - Ihrem Reiseanbieter für erholsamen Urlaub ITS.de</p>

		<p>You can find all certified hotels here (sum up of all certified hotels, green leave is added by August 2023):https://www.dertour.de/nachhaltige-hotels</p> <p>More Sustainable excursions:</p> <ul style="list-style-type: none"> - See more sustainable excursions presented in our Green Magalog B2B/B2C (see uploads). Also promoted on https://www.dertour.de/nachhaltiger-urlaub (scroll further down) - It was used an internal created appraisal-tool to help to understand the criteria of a more sustainable excursion and evaluate it - DER Touristik is working on a labeling of more sustainable excursions - Almost finished creating a sustainable round trip in Ireland (coming soon)
<p>10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	<p>✓ ✓</p>	
<p>10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STA).</p>	<p>✓ —</p>	<p>DMC Group Answer: Clients of the DMC are informed on the individual webpage of the DMC.</p> <p>Please add your webpage/subdomain of destination touristic services/ go vacation/ etc. E.g. https://dtservices.travel/sustainability/</p> <p>If any information is missing please contact Schumann, Julia</p>

		<p><Julia.Schumann@dtservices.travel>. Thank you.</p> <p>Una vez obtenido el estatus de Travelife lo publicaremos en nuestra pagina web y paquetes de excursiones.</p>
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After booking and during holidays

11

Action			Details
<p>10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	✓	—	<p>@DMCs: This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p>@DMCs: Please explain how you handle this information with third party clients.</p> <p>Information on DER Touristik Germany</p> <p>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.</p> <p>Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit inzumi (dertouristik.com)</p> <p>Si, los clientes son informados en los briefings de los representantes y durante las excursiones.</p>

10.14. Destination dos and don'ts

Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).

<p>✓</p>	<p>@DMCs: This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p>@DMCs: Please explain how you handle this information with third party clients.</p> <p>Info on Apollo (Nordics):</p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse. 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>Info on DER Touristik Germany:</p> <p>See action plan</p> <p>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):</p> <p>https://dertouristik-reiseleitung.com/en/rhodos/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</p> <p>travel documents information on the foreign office for important information of your travel destination:</p> <p>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</p>
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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. New also via app at www.diplo.de**; For Austria: From the Foreign Ministry at www.aussenministerium.at; For Switzerland: from the Federal Department of Foreign Affairs at 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!


Behaviour in public (e.g. Dubai)


Exchanging affection and swearing in public in the United Arab Emirates are punishable acts.

Clothing (e.g. Dubai)

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 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.

Men must keep their legs and upper body covered when on the street and should not wear

		<p>jewelry.</p> <p>Los clientes son informados acerca de los " do and dont" que aplican para la Republica Dominicana. Dicha informacion esta en el " INFO BOOKLET". Adjunto la parte del booklet que menciona referente a sostenibilidad.</p> <p> Nachhaltigkei_t_DER_der_20171215.pdf</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>@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 third party clients.</p> <p>Info on DER Touristik Germany:</p> <p>Travel Documents: Security Advice</p> <p>Important note: Please note the security advice for your respective holiday region and any transit country and in particular the entry regulations on the website of the German Foreign Office and the return travel regulations to Germany (https://www.auswaertiges-amt.de/de/ReiseUndSicherheit). 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 www.aussenministerium.at For Switzerland: The Federal Department of Foreign Affairs at www.eda.admin.ch.</p> <p>Travel Documents: Health e.g. Buenos Aires</p> <p>The health system is good by Central American standards, but there is a lack of medication in</p>

		<p>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 http://www.fit-for-travel.de or https://www.healthytravel.ch/: There you will find detailed information on the subject of health and travel.</p> <p>Si, los clientes son informados acerca de riesgos , precauciones y seguridad en los briefings de los representantes y durante las excursiones mediante un " INFO BOOKLET". Adjunto la parte del booklet que menciona referente a seguridad.</p> <p> Sicherheitshinweise_DER_der_20170410.pdf</p>
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓ ✓</p>	<p>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 & Third party clients: Please explain if you or your rep service is the emergency contact, and how clients are informed about the emergency contacts.</p> <p>DER Touristik Germany:</p> <p>See travel documents Dubai enclosed</p> <p>Travel documents e.g. Dubai:</p> <p>Page 2</p> <p>Important contacts</p> <p>Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic.</p>

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).

		<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: https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/</p> <p>El numero de emergencia es comunicado a los clientes durante los briefings y en los folders informativos que estan en los hoteles y los que reciben a su llegada al aeropuerto.</p> <p> Einladung Deutsch Michael Weiler_final.pdf</p>
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>@DMCs: When working with DTS-CH reps, see page 113 - 116 in our guide manual. All information on emergency guidelines is given here.</p> <p>If you not work with DTS-CH reps, please explain how you educate you emegency contact persons.</p> <p>Info on DER Touristik Germany:</p> <p>There is a 24h Hoteline for clients at the destination for any problem that might appear.</p> <p>Info on communication Hotline Number?</p>

Within the travel documents clients receive information how to reach out to their insurance company or block a credit card, etc.

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.

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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

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Page 7:

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- 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/>

Nuestra empresa dispone de directrices y se educa al personal pertinente sobre cómo actuar en situaciones de emergencia. Adjuntamos nuestra guía de crisis.



Notfallplan Version 3.4 _3 22.30 Uhr 14.09.2016_.pdf

<p>10.18. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	<p>✓ —</p>	<p>@DMCs: "Answer: not applicable". 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 3rd party clients.</p> <p>Info on Apollo (Nordics):</p> <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.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p>Info on DER Touristik Germany:</p> <p>Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers.</p> <p>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/</p>
<p>10.19. Sexual exploitation</p>	<p>✓ ✓</p>	<p>@DMCs: "Answer: not applicable". This question refers to information that is handled on to</p>

Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.

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.

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

Info on DER Touristik Germany:

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).

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

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 Specialist (TO) "Manta Reisen":

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. www.thecode.org

		<p>Informamos a los clientes en la carpeta informativa sobre la explotación y el acoso comercial, sexual o de cualquier otro tipo, especialmente de niños y adolescentes. A juntamos carpeta informativa.</p> <p> Info Mappe.pdf</p>
<p>10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p>@DMCs: "Answer: not applicable". 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 3rd party clients.</p> <p>Info on Apollo (Nordics):</p> <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.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p>Information on Inhouse tour operator:</p> <p>Manta Reisen (TourCert certified)</p> <p>For our TourCert certification, we did not have to address the issue of souvenirs. However,</p>

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

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:

		<p>Only this note + customs in the travel documents:</p> <p>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.</p> <p>For Germany: At the Federal Foreign Office at www.auswaertiges-amt.de. New also via app at www.diplo.de</p> <p>For Austria: From the Foreign Ministry at www.aussenministerium.at</p> <p>For Switzerland: From the Federal Department of Foreign Affairs at www.eda.admin.ch.</p> <p>Travel documents - Customs:</p> <p>Import ban on narcotics of all kinds, food, GPS devices, weapons, electrical and electronic devices (e.g. irons, radios).</p> <p>irons, radios). Cameras, video cameras, sports equipment etc. must be declared on import and re-exported.</p> <p>re-exported. Gifts must be declared to the Cuban authorities. For the export of art objects (paintings, antiques, etc.) requires a state</p> <p>a state export licence. For exports of 50 or more cigars (in their original packaging!), a receipt from the official tobacco shop is required.</p> <p>official tobacconist's receipt is compulsory. The import and export of pesos is prohibited.</p> <p>Se informa a los clientes sobre la legislación aplicable a la compra, venta, entrada y exportación de objetos históricos o religiosos y artículos que contengan materiales de flora y/o fauna amenazada en el lugar de destino. Ejemplos: se prohíbe la compra de souvenirs sin certificado como son las perlas, caracoles gigantes, corales , madera preciosa entre otros.</p>
<p>10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>@DMCs: "Answer: not applicable". 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 3rd party clients.</p> <p>Info on Apollo (Nordics):</p> <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.</p> <p>This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.</p> <p>Info on DER Touristik Germany:</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: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</p>
<p>10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>@DMCs: 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>Info on Apollo (Nordics):</p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse. 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>Info on DER Touristik Germany:</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: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</p>
<p>10.23. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</p>	<p>✓ —</p>	<p>@DMCs: 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>

Info on DER Touristik Germany:

The travel information documents/booklet provides information on a donation to one of the DER Touristik Foundations projects since April 2023: See travel information enclosed (last page)

Donation during booking process: Customers can also make a DER Touristik Foundation (DTF) donation **when booking at the travel agency** and a DTF info with a reference to the donation option is also attached to the travel documents.

General info:

The **DER Touristik Foundation** 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 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.

To date, 86 projects have been carried out in 26 countries on five continents in close cooperation with charitable associations, foundations and aid organisations. associations, foundations and aid organisations on the ground.


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.

More information at <https://www.dertouristik-foundation.com>

After holidays

Action		Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓ ✓</p>	<p>@DMC: 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> <p>Information of Christian Klamp (CRM Quality Manager of DER Touristik Germany):</p> <p>We conduct guest surveys at up to 3 touchpoints - after booking, during the trip & after the trip.</p> <p>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.</p> <p>The content of the surveys is identical for all brands, the email templates only differ by brand.</p> <p>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.</p> <p>Here you can find corresponding examples for the respective brands:</p> <p style="text-align: center;">Dertour ITS Meiers Weltreisen Jahn Reisen</p> <p>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.</p> <p>For the guest surveys we use Microsoft Customer Voice, which is directly connected to our internal CRM system Microsoft Dynamics.</p>

		<p>This means that every feedback we receive is always linked to the respective customer profile.</p> <p>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.</p> <p>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).</p> <p>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> <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>La satisfacción del cliente NO se controla sistemáticamente pero SI se toman medidas correctivas para quejas comunicado por cliente en el destino mediante el sistema Kora</p>
<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p>@DMC: 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>Info on touroperators:</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>Solo en el caso de excursiones operados directamente por Go Vacation, el cliente recibe un cuestionario para valorar la satisfaccion de la excursion. Puede comunicar sus sugerencias. Adjunto el documento.</p> <p> Question Sheet 2.0.docx</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p>@DMC: DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>When receiving a complaint of a tour operator, how do you manage it?</p> <p>Example: DER Touristik Germany and Guide Sevice (DTS-CH): Extract from the Guide Service book (manual):</p> <p>(Screenshot info on DER Touristik Germany complaint procedure)</p> <p>"You are advised to follow the steps below in handling complaints:</p> <p style="padding-left: 40px;">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</p> <p>Information to DER Touristik Germany:</p> <p>Info Reiseunterlagen:</p> <p>Während Ihrer Reise für Sie da Ihre Zufriedenheit steht für uns an erster Stelle! Wir möchten,</p>

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 customers 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 choosing 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."

La empresa dispone de procedimientos claros en caso de quejas de los clientes. Adjuntamos ejemplo de un formulario KORA.



DERT_Formular_DEUTSCH_KORA.PDF