

## **Sustainability policy of GO VACATION SPAIN SLU**



## **Purpose**

This policy aims to provide an environmentally responsible and sustainable framework for conducting operations and activities as a global B2B incoming agency.

The company is committed to working toward complying with international sustainability standards, including all its thematic branches such as sustainable management and legal compliance; social policy and human rights; environmental management concerning the Destination, internal management, transport, accommodations, excursions, and activities, representatives and guides; and customer communication and protection.

## **Scope**

The CSR Coordinator is responsible for implementing the company's sustainability policies.

This policy applies to all Go Vacation Spain employees on a permanent or fixed-term contract, interns, volunteers, and freelance staff, as well as clients, providers, and suppliers.

Nevertheless, this Policy does not directly apply to employees contracted by DTS-CH, which is the group-owned specialized company in Switzerland that manages Tour Leaders, Guides, and Representatives for all DMC Destinations.

## **Sustainability management & legal compliance**

### Sustainability Commitment

Go Vacation Spain's leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (through the Travelife report) every two years.

### Sustainability management & legal compliance

Go Vacation Spain commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, clearly defined organizational chart with dedicated personnel, and resources to achieve our sustainability goals.

Go Vacation Spain follows all local, regional, national, and international regulations relating to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Conduct, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

## **Internal management: social policy & human rights**

### Employees

- We recognize that our employees are our biggest asset. Therefore, we maintain a clear human resource policy to ensure:

- Legal compliance in all regards
- A safe, healthy, and welcoming workplace
- Fair contract conditions
- Training opportunities include topics such as sustainability, and equality rights (feel free to request our Plan de Igualdad [Equality Plan]), as well as support for both career-related and job-related professional development activities.
- Participation in the sustainability planning activities
- Inclusion and equal opportunity for all employees, particularly promotion, distribution of benefits, and professional development opportunities.
- Commitment to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labor, human trafficking, and all rights of children.

All partners and suppliers expect to comply with the standards mentioned above.

### Child Safeguarding

- Go Vacation Spain condemns all forms of sexual exploitation of children and supports all acts of law made to prevent and punish such crimes. We expect that our customers, partners, and all members of our staff refuse to take part in the sexual exploitation of children and that they report all cases of sexual exploitation of children of which they become aware. Breaching this policy (consult DER Touristik Group Child Safeguarding Policy, and DER Touristik Group Supplier Code of Conduct 3.4, 3.5, 3.6, and 3.7) may result in dismissal, reporting to the police, and the end of ongoing collaboration.
- Since 2002, DER Touristik Group, and consequently Go Vacation Spain is part of the Tourism Child Protection Code (The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism) in order to take concrete actions to prevent this crime. Our actions include working with partners that have a policy for the protection of children and training our staff on how to proceed in the event of a child protection case or emergency (The Code annual training)

### **Internal management: environment**

#### Environmental management of office operations

- We are committed to keeping the direct footprint of our business operations as minimal as possible and actively following sustainability and environmentally sound principles. We have the following measures in place:
  - Follow all local and national regulations concerning environmental law
  - Measure, monitor, and evaluate the use of all commodities and products purchased, especially in terms of waste and energy
  - Procure office supplies: locally, seasonally, fair trade, in bulk, and sustainability certified whenever possible
  - Print only when necessary, and when printing, always print double-sided on grayscale. The paper must always be FSC or equivalent certified, with a preference for the highest percentage of post-

consumer materials

- All equipment and lighting are turned off/unplugged/on sleep mode when not in use
- Waste is separated into the following categories: plastic, organic, paper products, glass, and e-waste (handled by IT Department) and is disposed of properly by an employed cleaning company and further by the municipality

### Carbon management of office operations

- Go Vacation Spain is committed to reducing its carbon footprint and endeavours to reduce the amount we travel as much as possible by:
  - Reducing business travel
  - Encouraging remote work whenever possible
  - Installing energy-efficient equipment and appliances (IT equipment)

### **General suppliers policy**

- Go Vacation Spain is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture, and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.
- Go Vacation Spain prefers to work with suppliers in destinations that are locally owned or managed, use local and seasonal products and services, and benefit the local community by hiring locally and equitably and by providing fair working conditions wherever applicable.
- Go Vacation Spain expects its suppliers to adhere to a Code of Conduct (Complete supplier Code of Conduct is available here: <https://dtservices.travel/sustainability/>) that includes the following responsible business practices:
  - Complying with all local, regional, national, and international regulations
  - Prohibiting corruption and bribery
  - Protection of Children from Sexual Exploitation
  - Respect for human rights and compliance with social standards
    - Condemn forced labor
    - Child and youth work
    - Discrimination
    - Fair treatment
      - Compensations and work time
      - Health and safety at work
      - Freedom of association

- Environmental standards
- Animal Welfare
- Treatment of souvenirs

Following a zero-tolerance policy, Go Vacation Spain will immediately terminate any relationships with suppliers that violate the Code of Conduct, specifically through acts of bribery, corruption, discrimination, and violation of human rights

### **Transport**

- Go Vacation Spain only works with transport providers that adhere to the company's Code of Conduct.

### **Accommodations**

- Go Vacation Spain only works with accommodations that adhere to the company's Code of Conduct.
- Child Safeguarding
  - Go Vacation Spain condemns all forms of sexual exploitation of children and supports all acts of law made to prevent and punish such crimes. We expect that our customers, partners, and all members of our staff refuse to take part in the sexual exploitation of children and that they report all cases of sexual exploitation of children of which they become aware. Breaching this policy (consult DER Touristik Group Child Safeguarding Policy, and DER Touristik Group Supplier Code of Conduct 3.4, 3.5, 3.6, and 3.7) may result in dismissal, reporting to the police, and the end of ongoing collaboration.
  - Since 2002, DER Touristik Group, and consequently Go Vacation Spain is part of the Tourism Child Protection Code (The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism) in order to take concrete actions to prevent this crime. Our actions include working with partners that have a policy for the protection of children and training our staff on how to proceed in the event of a child protection case or emergency (The Code annual training)

### **Activities & Excursions**

- Go Vacation Spain only works with excursion providers that adhere to the company's Code of Conduct
- All excursions and activities run by or on behalf of Go Vacation Spain respect local customs, traditions, cultural integrity, and natural resources.
- Go Vacation Spain commits to not offering any excursions that harm humans, wildlife, the environment, or

natural resources such as water and energy.

- Child Safeguarding

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### **Tour leaders, local representatives, and guides**

- As a receptive B2B company, the DMC does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:
  - DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients.
  - Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations.
  - Third-party:
    - The concept of third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations.
    - Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.
  - With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:
    - Hiring qualified local guides or other local staff
    - Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

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

Travelife online learning platform.

## **Destinations**

### Sustainable destinations

- Go Vacation Spain does not support destinations that have a questionable human rights track record

### Contribution to local communities / local economic network

- Go Vacation Spain commits to a positive contribution to the destinations in which we operate, by:
  - Collaborating with other local tourism governments, other tourism businesses, academia, and community groups to further the sustainable tourism development of the destination
  - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labor rights, etc.)

## **Customer communication and protection**

Which includes:

- **Marketing and communication**
- **Sustainability communication**
- **Customer experience**

### Privacy

- As a receptive B2B company, GVS has no contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:
  - DER Touristik Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DER Touristik clients.
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## Contact / Responsible person

The implementation of this policy will be led by the Sustainability Coordinator, Cindy Böckmann: [cindy.boeckmann@dtsservices.travel](mailto:cindy.boeckmann@dtsservices.travel)

Under the guidance of the aforementioned Sustainability Coordinator, it is important to acknowledge that all employees are responsible for the ownership and undertaking of this policy. Thus, all employees and colleagues are responsible for the promotion and implementation of this sustainability policy within their departments.

## Definitions

- **DMC:** Acronym for *Destination Management Company*. A DMC is an intermediary linking a network of local travel service suppliers and travel agencies who resell those services to travellers. Since DMCs usually operate from the said Destination, they have extensive knowledge of its specifics, regional potential, and local suppliers.
- **Go Vacation Spain:** The fiscal name of the Spanish DMC.

“DMC” and GVS can therefore be used interchangeably depending on context.

- **“B2B”** is defined as a type of transaction that occurs between two businesses. Business-to-business transactions usually involve goods and services that help one business to operate.
- **DTS-CH:** Acronym for Destination Touristic Services Switzerland. A group-owned company that provides all DMCs with a professionally trained staff that is going to treat end clients (tourists). As a B2B receptive incoming agency, we do not treat this kind of client.
- **Tour Guide:** Defined as *a person officially licensed by the state to conduct tours. Tour Operators employ Tour Guides to either provide their services at specific sites or even accompany the group throughout the tour acting as Tour leaders as well when required.*
- **Reps (Representatives):** Defined as *the responsible person for looking after groups of holidaymakers on package holidays, often at international destinations. They make sure that everything runs smoothly, handling any complaints and resolving problems. Typical duties involve undertaking pre-holiday research into local facilities and hotel visits.*
- **Tour Leader:** *The person assigned to be together with a group from the beginning to the end of the tour. He/she will be together with the group 24/7, giving general guidance and practical support throughout the tour*



*whether it is a conventional tour or a group bus tour.*

- **DT-DE:** Namely *DERTOUR Deutschland*, is the term given to all German source market clients.
- **DER Touristik Nordic:** Term referring to all Nordic DERTOUR Group-owned companies/brands such as Apollo, Exim, and Fischer.
- **DTHR:** Namely DERTOUR Hotels & Resorts, is the term given to refer to Group own hotel and resort brands/accommodations such as Aldiana, CCOOEE, etc.

### **Effective date**

This policy is effective from Monday 3rd of April 2023

### **Revision history**

This policy was revised on 27.05.2024