

Sustainability Action Plan

Action Plan 2024-2026

GO VACATION SPAIN SLU

Introduction

This is the second Action Plan for Go Vacation Spain SLU, the Spanish DMC of the DERTOUR Group. This Action Plan has been designed to guide our company in operating more sustainably, creating targets and deadlines to achieve more environmental, financial, and societal sustainability.

As in the beginning, we work hand in hand with our employees and suppliers to meet our goals.

This Plan is valid from May 2024 until May 2026.

Overview

Action plan period: 27-05-2024 to 27-05-2026

Status overview: 21-06-2024

Criteria involved: 13

Criteria with all tasks completed: 2



Tasks involved: 16

Tasks completed: 3



Sustainability coordinator: Cindy Böckmann

Staff members involved: Maria Sampedro,

Staff hours planned: 106

Financial resources planned: 850 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Social cooperation

	Responsible	Start / End	EUR	Hours
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1.6 Donations

<p>A. Identify initiatives to support either financially, in-kind or both ✓ Research and provide examples for nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. which could be supported by GVS by financial or in-kind contributions (e.g. volunteering).</p>	Cindy Böckmann;	11-08-2021 / 14-08-2024	0	80
<p>B. Initiative Research by Excursion & Activities Spain Product Manager Our Excursion & Activities Spain Product Manager Maria Sampedro is currently engaged in analyzing how to engage in donations, support to nature protection etc.</p>	Maria Sampedro;	21-11-2022 /	0	0
<p>C. Donations procedure at DMC-level We are studying the possibility of adding to the excursions we offer actions that contribute to sustainability and ecology. Some of our ideas would be: A voluntary contribution of small amounts of money from the client when purchasing an excursion (similar to the contributions that can be made by the client when purchasing an excursion); Planting seeds or small plants during an excursion; The allocation by our company of a percentage of the profits; Visits (commercial or not) in support of certain causes or companies. The destination</p>	Maria Sampedro;	03-04-2023 /	0	0

of the economic contributions could be local causes, where only the amount collected in each destination is used, or a single general cause, which would use all the combined proceeds.

Baseline assessment

1.7 Overview partners/suppliers

<p>A. Including Sustainability Tab in operational systems</p> <p>Promoting the idea to include a sustainability tab in operational systems such as CORE/STS/ATCOM which are used at the DER Touristik Group level, to facilitate supplier/partner certification audits in order to automatize and cascade the audit workload.</p>	Cindy Böckmann;	29-12-2022 /	0	0
<p>B. Implement overview process for partners and suppliers (Hotel) by Go Vacation Spain (3rd Party) purchasing</p> <p>Implementation of a system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	Cindy Böckmann;	03-04-2023 /	0	0

2. Internal management: social policy & human rights

Social policy and human rights

2.4 HR Manual

<p>A. Migration of HR specific data and manuals from Oranhe HMR to MS Sharepoint</p> <p>HR Department is responsible for transferring all relevant data and processes from Orange HMR to MS Sharepoint, where the national intranet is hosted</p>	Cindy Böckmann;	13-05-2024 / 31-12-2024	0	0
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(TheHub España).

3. Internal management: environment and community relations

Energy

3.10 Energy reduction policy

A. Collaboration with energy adviser ✓

GVS collaborates with ENERGIAMAR since 2024. ENERGIAMAR is an energy advisor which will provide GVS with services such as: - Act as energy consultants - They carry out changes in supplier - They carry out lighting studies to reduce our consumption - They will take care of energy efficiency certificates - They will deal with complaints about billing errors. - They will optimize our contracted power

Cindy Böckmann; 01-12-2024 / 14-05-2024 0 0

3.12 Sustainable energy

A. Unification of energy contracts for all premises

Assessment is taken place to unify all the DMCs energy contracts in one tender. This unified contract will include proposals for sustainable energy and assessment to install LEDs in all offices. This is handled by our Holding company (DER Touristic Services), thus, the staff responsible cannot be added to this action.

Cindy Böckmann; 08-08-2023 / 31-12-2025 0 0

3.13 Carbon offset

A. Enclose carbon audit When issued through AENOR, audit results will be enclosed.	Cindy Böckmann;	14-05-2024 / 01-07-2024	850	0
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Waste management

3.25 Plastic water bottles

A. Insist on Aquaservice to get availability of service in FUE, LPA, ACE (2nd run) Aquaservice has been contacted but only provides TCI with its services in the Canary Islands. These monthly requests are sent to enquire about the situation for the other islands.	Cindy Böckmann;	14-05-2024 / 31-12-2024	0	0
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Mobility

3.32 Business travel emission

A. Monitoring business travel emissions Audit through recollected data	Cindy Böckmann;	14-05-2024 / 14-05-2026	0	0
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3.33 Business travel carbon offset

A. MANAGEMENT MEETING IN REGARDS OF BUSINESS FLIGHT CARBON OFFSET ✓ Management will proceed to engage employees to offset business flight carbon emissions.	Cindy Böckmann;	10-02-2022 / 14-02-2022	0	1
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4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

No tasks planned

7. Activities

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

A. Make specific COC's available digitally

Cindy Böckmann;	23-05-2024 /	0	20
Maria Sampedro;	31-12-2024		

Specific criteria

7.12 Supporting environmental and biodiversity protection

A. Balearic Islands and Mainland info to be reported ASAP

The Excursion and Activities Product Manager for our DMC has been made aware that we are still lacking the Balearic Islands and Mainland info.

Maria Sampedro;	23-05-2024 /	0	5
	31-12-2024		

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.7 Customer communication

A. Customer Communication Guide in writing

Cindy Böckmann;	23-05-2024 /	0	0
	23-05-2025		

Information is passed down from guide to guide in local meetings. there's no written account as you know from a previous meeting with Lisa Jansen. We are currently trying to collect this information in writing, adapted to each DMC, and into each Destination of the DMC. RESPONSIBLE: & LISA JANSEN

9. Destinations

No tasks planned

10. Customer communication and protection

Prior to booking

10.8 GHG / Carbon offset information

A. Response from Corporate Responsibility department:

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

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