

Sustainability report - 2024

DTS Incoming Hellas S.A.
Travelife Certified



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1. Reporting context

2. Company data

DTS Incoming Hellas S.A.

Kazantzidi & Vosporou 13

71601 Heraklion

<https://dtservices.travel/destinations/greece/>

Iraklis.Basogiannis@dtservices.travel

Tourist volume	>50000
Number of employees	21 - 50
Type of tourism	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Round tours
Special target groups	Young people, Singles, Disabled, Seniors, Families with children
Destinations offered	

Sustainability coordinator

Iraklis Basogiannis

Iraklis.Basogiannis@dtservices.travel












3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	26	 10 16
1. Sustainability management & legal compliance	34	 15 1 18
2. Internal management: social policy & human rights	28	 18 4 6
3. Internal management: environment and community relations	64	 28 9 27
4. Inbound partner agencies	16	 7 9
5. Transport	10	 4 6
6. Accommodations	16	 9 2 5
7. Activities	15	 8 4 3
8. Tour leaders, local representatives, and guides	11	 8 3
9. Destinations	11	 2 2 7
10. Customer communication and protection	30	 25 1 4

6. Detailed overview

0. Company characteristics



Contact details



Action			Details
0.1. Sustainability coordinator			Iraklis Basogiannis Iraklis.Basogiannis@dtservices.travel +302810335500
0.2. General manager/CEO	--	--	

Organization structure



Action			Details
0.3. Legal body	--	--	
0.4. Ownership structure	--	--	

0.5. Participations	--	--	
0.6. Internal structure and branches	--	--	
0.7. Significant changes	--	--	
0.8. Awards	✓	✓	We have signed a formal code of conduct with REWE Group. For the time being, we have not any other certifications in place.



Scope of certification

3

Action			Details
0.9. Scope	--	--	
0.10. Scope changes	--	--	
0.11. Measurement changes	--	--	

Brands, products, and/or services





Action			Details
0.12. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator, Activity provider, Travel agency (leisure), Travel agency (corporate), MICE
0.13. Brands (within the scope of the certification)	-	-	
0.14. Key business segments / brands	-	-	
0.15. Contracted suppliers	-	-	
0.16. 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.	✓	✓	Intangible cultural heritage, City tour Hiking, Jeep safaris Diving and snorkelling, Boat tours Visiting traditional communities
0.17. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	>50000
0.18. Tourism types	✓	✓	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Round tours

0.19. Target groups	✓	✓	Young people,Singles,Disabled,Seniors,Families with children
0.20. Destinations	✓	✓	



Offices, retail outlets and other buildings

3

Action			Details
0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	--	--	
0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope?Describe the number, locations and ownership of the retail outlets used by the company. You can summarize in case of many locations (e.g. divide over region or brand).	--	--	
0.23. Other buildings Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).	--	--	



Personnel

1	1
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Action			Details
0.24. Number of employees	✓	✓	21 - 50 26 - 100
0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate):	--	--	

Public communication

1





Action			Details
0.26. Brands under Travelife scope	✓	✓	










1. Sustainability management & legal compliance















Engagement of company



Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	✓	✓	<p>Iraklis Basogiannis</p> <p> ΣΥΜΒΑΣΗ SUSTAINABILITY OFFICER.pdf</p> <p> Job Description Sustainability Officer.pdf</p>
<p>1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.</p>	--	--	
<p>1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p>	--	--	
<p>1.4. Mission statement</p>	✓	✓	Responsible and aware

<p>A sustainability mission statement is defined and published on the company's website(s).</p>		<p>We only make promises we intend to keep. We uphold the highest standards of corporate behaviour, ensuring compliance at all times. We act ethically and sustainably to ensure we and our partners protect the interests of society and the environment.</p> <p>https://dtservices.travel/about-us/</p> <p> DMC Mission Statement.pdf</p>
<p>1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>Nikos Vynichakis CHQ Irimi Tioupala KGS Iraklis Basogiannis HER Antigoni Dimou SKG Nikos Valvis JTR Despina Stylianou RHO Konstantinos Lenetis ZTH Nikos Aspiotis CFU Evita Tampaki ATH</p> <p>Company learning monitor No workshop information for this company</p> <p> Antigoni1.pdf</p> <p> Antigoni2.pdf</p> <p> Antigoni3.pdf</p> <p> Aspiotis1.pdf</p> <p> Aspiotis2.pdf</p> <p> Aspiotis3.pdf</p> <p> Fotis1.pdf</p> <p> Fotis2.pdf</p>









			 Fotis3.pdf  Iraklis1.pdf  Iraklis2.pdf  Iraklis3.pdf  Irini1.pdf  Irini2.pdf  Irini3.pdf  Kouts1.pdf  Kouts2.pdf  Kouts3.pdf  Lenetis1.pdf  Lenetis2.pdf
<p>1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.</p>	--	--	
<p>1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism</p>	--	--	

management and health & safety issues (e.g. ISO 14001, university courses, specific courses).

Social cooperation




2

1





Action			Details
<p>1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>			Our company is engaged in SETE, ACTTA (Association of Cretan Tourism & Travel Agencies) and CHM (Cretan Hotel Managers). Moreover, we have been involved in SUSTOUR program in order to become more engaged in sustainability and we plan to get involved in external forums too. All associations are active with sustainability with seminars, studies, data etc. Examples from the institute of Sete - Insete https://insete.gr/sustainability/
<p>1.9. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .</p>			
<p>1.10. 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).</p>			

Baseline assessment

2




Action			Details
<p>1.11. 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.</p>	✓	✓	<p>As a general tourism company, DTS Incoming Hellas S.A. knows the responsibility it bears towards the host countries, their cultures and customers, partners, employees and society. Corporate governance, which aims at responsible and long-term value creation, is therefore the basis for the commitment of DTS Incoming Hellas S.A. to sustainability. DTS Incoming Hellas S.A. seeks to maintain the highest standards of corporate conduct and to ensure compliance with them at all times. It operates in an ethical and sustainable manner to ensure that it and its partners protect the interests of society and the environment. Please find a list of our certified suppliers attached.</p> <p>24/02/24: See attached the list of our reservations so far for 2024. The total percentage of reservations in hotels that have sustainability certification is 5.27%.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 735 1780 810">  2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf </div> <div data-bbox="1025 815 1603 890">  DTS Partners_Sustainability Certification.xlsx </div> <div data-bbox="1025 895 1563 970">  ONLINE BOOKINGS 2024 27022024.xls </div> </div>
<p>1.12. 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).</p>	✓	✓	<p>Checklist completed</p>



Policy

Action			Details
<p>1.13. 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.</p>	✓	✓	<p>Updated policy - we have excluded the line" Promote and integrate sustainable holiday packages</p> <p> DTS Incoming Hellas Environmental and Sustainability Policy_v2f.pdf</p>
<p>1.14. 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).</p>	✓	✓	<p>https://dtservices.travel/sustainability/</p> <p> DTS Incoming Hellas Environmental and Sustainability Policy_v2f.pdf</p>

Action plan













Action			Details
<p>1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>Action plan for 2024 is in the action plan tab</p> <p> action_plan_dts_03062024.pdf</p>
<p>1.16. 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>We have a created a sustainability committee in order to enforce our sustainability performance and complete our action plan. The employee selected are accountable for each and every one of our offices - destinations. The staff members have been involved in training courses through the Travelife platform. Our team will be responsible for trainings and webinars</p>

		<p>between our company and will communicate our sustainable progress to our customers (via questionnaires and informative material).</p>  DTS SUSTAINABILITY ONLINE AWARENESS.JPG  GREEN OFFICE INSTRUCTIONS.JPG
<p>1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	--	--

Monitoring and evaluation








Action			Details
<p>1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>			<p>We use a monitoring tool to collect data for indicators such as electricity, and water. We are planning on adding a section where we will monitor CO2 emissions too. We regularly arrange team calls with the sustainability committee and the destination managers in order to review the action plan implementation.</p>  Environmental Data DTS Hellas 2022_2023.pdf
<p>1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures</p>	--	--	

<p>should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p>			
<p>1.20. 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>	<p>✓</p>	<p>✓</p>	<p>Staff is getting informed internally through emails and informative documents such as the green office manual which was available to staff in order to get involved into sustainable practices. We keep on informing our staff about our sustainability performance. Moreover, our sustainability policy is open to public.</p> <ul style="list-style-type: none">  Green Office.pdf  _EN_ Green Office.pdf  Online awareness training .pdf  DTS sustainability online awarenesss .jpg  DTS GREEN OFFICE INSTRUCTIONS.jpg
<p>1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.</p>	<p>--</p>	<p>--</p>	
<p>1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).</p>	<p>--</p>	<p>--</p>	

External reporting and communication

2

2

Action			Details
1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.	--	--	
1.24. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	 Sustainability_report_DTS Incoming Hellas S.A._24_12_2023.pdf
1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	Please find the link for our website here: https://dtservices.travel/sustainability/ We have not yet posted a report yet but we will publicly upload a report for the reporting year 2023 later in 2024  Environmental Data DTS Hellas 2022_2023.pdf  Sustainability_report_DTS Incoming Hellas S.A._24_12_2023.pdf
1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	--	--	

Legal compliance and fair business practices

Action			Details
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<p>1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).</p>	---	---	
<p>1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.</p>	---	---	
<p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p>	---	---	
<p>1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p>	---	---	
<p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	---	---	
<p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	---	---	
<p>1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.</p>	---	---	
<p>1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.</p>	---	---	

2. Internal management: social policy & human rights

18

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6






Social policy and human rights





18







1






6







Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>	✓	✓	<p>We do not have active unions in our company, but our policy respects the existence and not hindering of trade union memberships.</p> <p> _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf</p>
<p>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).</p>	✓	✓	<p>DTS labor's contracts comply to national general collective agreement as based on greek legislation. The contract which is by the law is following the states collective agreement</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p>
<p>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).</p>	✓	✓	<p>In our policies, we declare that we do not support forced labor or any other kind of enforcement concerning our working spaces or our suppliers.</p> <p> _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf</p> <p> CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf</p>

<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓</p>	<p>—</p>	
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓</p>	<p>✓</p>	<p>All DTS Hellas employees have a formal contract. Job description is not mentioned in the contract and there is no other formal agreement about that except for the sustainability officer.</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</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>✓</p>	<p>✓</p>	<p>As described by national legislation, we provide living wage for all internal or external employees. There are employees that receive above the legal minimum wage. The percentage of people that receive the legal minimum is 5.5% (9/162 employees).</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p> <p> _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf</p> <p> ΔΙΑΧΕΙΡΙΣΗ ΠΡΟΣΩΠΙΚΟΥ.ΜΙΣΘΟΔΟΣΙΑ.xlsx</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>✓</p>	<p>✓</p>	<p>We comply to the greek legislation concerning overtime.</p> <p>The working hours are agreed to a total of forty (40) hours per week in accordance with the provisions of the current legislation. The above working hours and days may vary within the legally permissible limits depending on the needs of the business, the nature of the activity and the duties of the employee. Such needs are reasonably considered to exist during the opening months of the tourist season, i.e. from 1 April to 31 October.</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p>

			 _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf
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.	✓	✓	As soon as an employee has a formal contract he is being given a basic public care.  ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf  _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf
2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	--	--	
2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.	--	--	
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓	✓	Please find attached more details on our insurance.  Certificate 2023 HDI Ασφαλιστικής Κάλυψης _Annual__ENGL_.pdf
2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.	--	--	
2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	✓	As needed by national legislation, we provide a fixed yearly paid holiday (over 22 days annual leave based on greek legislation).

		<p>The monthly net earnings for the provision of the EMPLOYEE's work are agreed in the amount of euros [See above initial table]. This amount includes all kinds of legal deductions (employee income tax, special solidarity contribution, stamp duty, insurance contributions, etc.). Salaries are paid by the Company within the 1st day of each following month, unless imperative needs of the Company require a change, in which case it will immediately be communicated to the employee. The company is entitled to pay the remuneration earlier, without this being considered (however long it may be applied) to constitute a waiver by the company of the payment method agreed upon hiring.</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p>
<p>2.14. 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>We provide an amount of paid annual sick leave based on the greek legislation.</p> <p> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p>
<p>2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>	<p>— —</p>	
<p>2.16. 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>We use the same Health & Safety policy for employees as provided by DER Touristik. We have some local procedures in Greek as well, attached</p> <p> antiviolence _ Harrasment Policy DTS Hellas.en.docx</p> <p> Code of Conduct DTS Incoming Hellas.pdf</p> <p> dts_ hrrr _ health _ safety annex I _ II.pdf</p> <p></p>



			Οδηγίες Πυρκαγιάς_σεισμού DTS.pdf
<p>2.17. 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>We ensure all employees have an equal chance and access to resources and opportunities for personal development through training and education We prohibit discrimination, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.</p> <p> antiviolence _ Harrasment Policy DTS Hellas.en.docx</p> <p> _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf</p> <p> CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf</p>
<p>2.18. 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>We do not use child labour. We comply with the ILO Conventions as the basic standard relating to the minimum age for admission to employment and on the prohibition of child labour. Children's development must not be impeded. Their education, safety and health must not be impaired.</p> <p> _final_ SUSTAINABILITY POLICY OF DTS INCOMING HELLAS.pdf</p> <p> CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf</p>
<p>2.19. 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>We use the same principles for our employees too. Please check the file "antiviolence_Harassment Policy DTS" on page 8 and the forms for complaints below.</p> <p>DTS INCOMING HELLAS SA appoints Ms. Daskalaki Katerina as a reference person for these matters.</p>

			 antiviolence _ Harrasment Policy DTS Hellas.en.docx  Δ.12.01 Διαχείριση Παραπονων.xls  Φόρμα Στοιχείων Προσωπικού_.xlsx
2.20. 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.	✓	✓	DTS INCOMING HELLAS SA appoints Ms. Daskalaki Katerina as a reference person for these matters. Employees are in direct contact on daily basis with their managers and supervisors and they exchange feedback about employee's performance. Open door policy is another measure that DTS implements.  antiviolence _ Harrasment Policy DTS Hellas.en.docx  2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf
2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	✓	The HR department informs all employees via email or printed material. This procedure is circulated to all employees by email  Disciplinary Procedure.pdf
2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)	--	--	
2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people	--	--	

with special needs.			
2.24. Persons with special needs The company employs persons with special needs	✓	—	
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	✗	

Training and education

3

Action			Details
2.26. 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).	✓	✗	We are planning to provide employees with trainings regarding Health & Safety.
2.27. 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.	✓	✗	We are planning to provide employees with trainings regarding personal development. 1
2.28. Trainee positions Traineeships/Internships are offered to students.	✓	✗	We do not currently hire a trainee but we are open to prospects of hiring one.





3. Internal management: environment and community relations








Procurement



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>We try to avoid printing, thus we are working on reducing paper consumption. English version is attached</p> <p> Green Office.pdf</p> <p> _EN_ Green Office.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>There is a policy in place regarding sustainability and various products with our Green Office policy</p> <p> _EN_ Green Office.pdf</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>We use recycled paper. As provided on the photos below, we mainly use recycled paper for our printing.</p> <p> IMG_20221128_103247.jpg</p>



			 T.A χαρτί FSC.pdf
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.	✓	✓	Our default setting is double-sided printing.
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.	✓	✓	We buy coffee and tea that is eco-labeled (Bio and fair trade)  T.A καφές.pdf  T.A tea_καθαριστικά.pdf  coffee _ tea.jpg
3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	--	--	
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	--	--	
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	--	--	
3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.	--	--	

<p>3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.</p>	<p>--</p>	<p>--</p>	
<p>3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓</p>	<p>✓</p>	<p>We mostly use cleaning materials of "Planet" company that are non-hazardous and eco-labelled as you can see on the invoice.</p> <p>List</p> <p>General Cleaning product - Planet Windows cleaning product - Planet WC Net Gel Klinex wipes Planet dish detergent</p> <p> IMG_20230412_112831.jpg</p> <p> IMG_20230412_112838.jpg</p> <p> IMG_20230412_112846.jpg</p> <p> T.A καθαριστικά.pdf</p> <p> T.A tea_καθαριστικά.pdf</p>
<p>3.12. Other purchasing practices Other sustainable purchasing practices are in place.</p>	<p>--</p>	<p>--</p>	

Paper (promotional materials)





<p>Action</p>			<p>Details</p>
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<p>3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	✓	✗	
<p>3.14. 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).</p>	✓	✓	<p>We only print welcome letters for specif customers. The majority of printed material is held by tour operators. In case of printing, we use our own printing machine and recycled paper</p>  IMG_20221128_103247.jpg  T.A χαρτί FSC.pdf
<p>3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>	✓	✗	











Energy






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Action			Details
<p>3.16. 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.</p>	✓	✓	<p>We reduce our electricity consumption by switching off lights, computers, fans etc. in rooms that are not in use and at night. We use energy mode for our desktops and electronic devices. We use LED lightbulbs in order to consume less energy. Lastly, we monitor our energy consumption monthly.</p>
<p>3.17. 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</p>	✓	✓	<p>We have collected the energy consumption of all destinations for every month of the last fully operating year and compared the consumptions. We are using both private and public electricity suppliers depending on the destination office. At the end of the data collection, we</p>

<p>are compared with the aim to reduce emissions.</p>			<p>are gathering advices in order to minimize more our consumption.</p> <p>The sum of the electricity in kilowatts below is for all 10 offices. The data are from 2022. The 2023 data YTD are as below 191674Kwh</p> <p>161700 482968800</p> <p> Environmental Data DTS Hellas 2022_2023.pdf</p>
<p>3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.</p>	--	--	
<p>3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	✓	✓	<p>We have requested from our electricity supplier to provide us with sustainable energy solutions. Please find a statement attached. The program is called Eco Generous. Its the electricity plan that offers 20% timely payment discount and a renewable energy guarantee of origin for supply connections with agreed power up to 25kVA! Uploading various recent bills</p> <p> ειδικοί_όροι_εμπορικού_προγράμματος_Eco_Generous_Business_L_1_.pdf</p> <p> ειδικοί_όροι_εμπορικού_προγράμματος_Eco_Generous_Business_S_1_.pdf</p> <p> 54639070 HEAD OFFICE 1008202311092023.pdf</p> <p> 52614069 RHO 220823210923.pdf</p> <p> 54639070 HEAD OFFICE 1008202311092023.pdf</p>

			<p> 52614069 RHO 220823210923.pdf</p> <p> 53033694 KGS 0408202305092023.pdf</p> <p> 53600789 CHQ 240823210923.pdf</p> <p> 54639070 HEAD OFFICE 1008202311092023.pdf</p> <p> 33428778 ZTH 010923300923.pdf</p> <p> 36100092 CFU 300823270923.pdf</p> <p> 50826831 JTR 280523250923.pdf</p>
<p>3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	✓	—	
<p>3.21. 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>We mainly use LEDs light bulbs in our offices.</p> <p> Code of Conduct DTS Incoming Hellas.pdf</p> <p> TA led 2022.pdf</p> <p> _EN_ Green Office.pdf</p>
<p>3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).</p>	—	—	

<p>3.23. 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>We have shared to our employees a code of conduct - sustainability manual where we advise them to follow the switch-off policy. More precisely, we ask them to switch-off and/or turn in energy mode (when possible) their computers, lighting, the airconditioning system and any other device that uses energy.</p> <p> _EN_ Green Office.pdf</p> <p> switch off all electrical equipment when not in use.png</p>
<p>3.24. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓</p>	<p>✓</p>	<p>We have informed our employees that they should switch-off the lighting when natural light is provided and/or when they are not using a room. They have been informed via a sustainability manual prepared for them and training.</p> <p> _EN_ Green Office.pdf</p>
<p>3.25. 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>When we purchase new equipment, we always consider the relative energy use. We take into account the EU energy labels or Energy Star symbol and we choose the most efficient option. We are also planning to replace desktop computers with laptops since laptops can consume 80% less energy.</p>
<p>3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓</p>	<p>✓</p>	<p>Our Desktop-laptops-printers are by default switched in an energy-saving mode. We motivate our staff by posting tags on the majority of our office equipment.</p> <p> Green Office.pdf</p> <p> Efficiency Mode.JPG</p>

3.27. Other measures Other measures, not previously mentioned, have been implemented.	--	--	

Water










Action			Details
3.28. 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.			As we have been collecting the data of our water consumption we have set some goals in order to reduce it and ameliorate our goals. The data is from 2022 Water Monitoring environmental data.xlsx
3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.	--	--	
3.30. 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.			The water consumption is measured on both monthly and yearly basis and we compare our findings. 179000
3.31. Water saving taps Water saving technologies are installed in at least 75 % of all	--	--	






taps (flow restrictors, aerators, percussion taps)			
3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	✗	
3.33. Rain water Waste water and/or collected rain water is re-used.	--	--	
3.34. Other examples Other water-saving measures, not previously mentioned, have been implemented.	--	--	

Waste management

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Action			Details
3.35. 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.	✓	✓	Similar to residential waste. All waste produced is managed by the municipality.
3.36. 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).	✓	✓	For the time being, we advised our employees to minimize by their own initiatives the waste produced at our offices. We got involved in the SUSTOUR program in order to explore new ways to reduce our plastic consumption. In the near future, we aim to monitor thoroughly our waste streams and find the most suitable ways for reduction. We cant measure the waste produced yet. All the waste is managed by the municipality and its residential use. We will try to measure next year 

			<p>Green Office.pdf</p>  <p>_EN_ Green Office.pdf</p>
<p>3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p>	-	-	
<p>3.38. 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.</p>	✓	✓	
<p>3.39. 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.</p>	✓	✓	<p>As seen above on the photographs, our company has coolers - water tanks in order not to promote single use water bottles. In that way, we aim to minimize the consumption of bottles at our offices. This is all across all offices.</p>  <p>IMG_1c34b11d7d37f16ea971545380513c4f_V.jpg</p>  <p>received_207960402070187.jpeg</p>  <p>ψυκτης 1.jpg</p>
<p>3.40. 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>We recycle all of our recycling waste at blue bins, designated by the greek legislation at our neighborhood. On top of that we are collecting paper, plastic and batteries separately. This policy is followed for all our offices.</p>  <p>IMG_20221109_115150.jpg</p>

			 IMG_20221109_115245.jpg  IMG_8df2181f30f7543970116e5ec205c273_V.jpg  Σήμανση ανακύκλωσης.png
3.41. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	✓	We follow the guidelines from Green office in all our offices around Greece  _EN_ Green Office.pdf
3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	✓	We gather an amount of batteries at our offices and we give them to the company "afis". The company's site is the following: https://afis.gr/ This policy is applicable to all our offices in Greece  IMG_20221109_115245.jpg

Reducing pollution



Action			Details
3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse	✓	✓	Waste water is managed by the Government sewage system

effects on the local population and the environment.			
3.44. 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.	✓	✗	
3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.	--	--	
3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).	--	--	

Mobility





Action			Details
3.47. 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.	✓	✗	We encourage our staff to minimize their travels and choose the most sustainable ways to do so by promoting the Green office guidelines. However we dont have a specific related policy.
3.48. 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.	✓	✗	We are trying to eliminate business trips and meeting in order to reduce CO2. We are using TEAMS for meeting. Also we are looking closely on the evolution of the EV cars. The charging infrasturcture is still limited. At the moment there no specific target pn this criterions and this not monitored







3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	
3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✗	
3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	✗	
3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).	—	—	
3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.	—	—	

Sustainability training and awareness raising

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Action			Details
3.54. 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	✓	✓	We have been offering trainings and several manuals to our employees regarding green office practices and some key stone sustainability actions. New round of trainings will be implemented in 2024.



environmental practices, including water, energy saving, paper, and waste issues.

-  Green Office.pdf
-  Online awareness training .pdf
-  Internal use_DMC Sustainability Kick_Off Workshop_CHB_2021.03.08 _1_.pdf
-  DTS sustainability online awarenesss .jpg
-  DTS SUSTAINABILITY ONLINE AWARENESS.JPG
-  GREEN OFFICE INSTRUCTIONS.JPG

Land use and community relations

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Action			Details
<p>3.55. Land use and construction 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.</p>	✓	✓	We do not own any property, we only rent some offices, so renovation or changes are not permitted.
<p>3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.</p>	--	--	

<p>3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.</p>	--	--	
<p>3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.</p>	--	--	
<p>3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.</p>	--	--	
<p>3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.</p>	--	--	
<p>3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p>	--	--	
<p>3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p>	--	--	
<p>3.63. Local cultural sites</p>	--	--	

<p>The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p>			
<p>3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p>	---	---	

4. Inbound partner agencies













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Inbound partner agencies

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Action			Details
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.			
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).			
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.).			 2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf  Code of Conduct DTS Incoming Hellas.pdf
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.			We communicate to our partners our engagement to Travelife program. We invite our partners to training through the platform.



4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.	--	--	
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	--	--	
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	--	--	
4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits).	--	--	

Specific conditions

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Action			Details
4.9. Contracts Written contracts with partner agencies are in place.			As requested by legislation, we only provide formal contracts to all partners.
4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.	--	--	
4.11. Anti-corruption	--	--	



<p>The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).</p>			
<p>4.12. 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>	✓	✓	 2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf  Code of Conduct DTS Incoming Hellas.pdf
<p>4.13. Licence Partner companies comply with local, national and international legislation and regulations.</p>	--	--	
<p>4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.</p>	--	--	
<p>4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	✓	✓	
<p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p>	--	--	

5. Transport



Selecting transport suppliers



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>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p>	--	--	
<p>5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.</p>	--	--	
<p>5.4. 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>5.5. 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>	✓	✓	When planning an excursion, we think of all the ways of transport and we aim to choose the most sustainable and profitable way of transportation. For this specific excursions we are trying to use EURO 6 buses. We are taking measures regarding the sizing of the bus depending on the number of guests attending the excursion
<p>5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.</p>	—	—	
<p>5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.</p>	—	—	
<p>5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.</p>	—	—	

Sustainable packages



Action			Details
<p>5.9. 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>5.10. Carbon management (products)</p>	—	—	

<p>The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.</p>			
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6. Accommodations



Accommodations





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>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>We are full aligned with the policy provided by DER.</p> <p>The group hotel contracting of DER Touristik DMC GmbH included GSTC-certification as a mandatory part of their guarantee- and advanced payment contracts.</p> <p>DER Touristik & 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>Examples of Certified hotels in Greece</p> <p>Some examples of certified hotels in Greece</p> <p>Aegean Pearl - Travelife GOLD - https://www.dertour.de/hotel/aegean-pearl-117VYa</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>As per DER touristic</p>
<p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC recognised) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</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>All certified hotels can be found here for bookings: https://www.dertour.de/nachhaltige-hotels</p> <p>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.</p> <p>Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such.</p> <p>The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year).</p>

		<p>All certified hotels can be found here for bookings: https://www.dertour.de/nachhaltige-hotels</p> <p>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.</p> <p>Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such.</p> <p>The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year).</p>
<p>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.</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>All contracts contain the DER Touristik Germany's Code of Conduct and all guidelines on human rights, animal welfare, child safeguarding and climate protection.</p> <p>See "EN SCoC DER Touristik Group.pdf"</p> <p>There is also a guideline to hotel contracting (see enclosed)</p> <p>They did not sign the CoC, we just announce it as soon as we send them our mutual contract.</p> <p> 2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf</p>

			 DTS Terms and Conditions_eng DTS Hellas.pdf  Code of Conduct DTS Incoming Hellas.pdf
<p>6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>	--	--	
<p>6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p>	--	--	
<p>6.7. 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>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>We are alinged with the <i>Remark to DMC's client DER Touristik Germany</i></p>



<p>6.8. 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>At the moment we do not support any initiatives in Greece to promote accommodation sustainability, but when requested we will support them.</p>
<p>6.9. 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>
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Specific conditions



Action		Details
<p>6.10. Child and compulsory labour 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>✓</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 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> 2022 ΚΩΔΙΚΑΣ ΔΕΟΝΤΟΛΟΓΙΑΣ DTS HELLAS SA E.pdf</p> <p> Code of Conduct DTS Incoming Hellas.pdf</p>
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>	<p>--</p>	
<p>6.12. 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 accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way.</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 accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way.</p> <p>Accommodations are supporting local cuisine, provide local attractions and local cultural events. Most accommodations are trying to buy local products and they put effort to support local experiences</p> <p>No intellectual property rights are used without permission. All hotels are paying for the music licenses.</p>
<p>6.13. 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 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>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. https://www.dertouristik.com/en/compliance-behaviour/ & Hintbox https://dertouristik-reiseleitung.com/ > Bottom of page > https://dertouristik-reiseleitung.com/en/compliance-verhalten/</p>
<p>6.14. 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 terminate the cooperation with the accommodation.</p>	<p>✓ ✓</p>	<p>All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.</p> <p>This is 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>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.</p> <p>Service providers shall act responsibly in order to protect the environment. They shall minimise potential negative impacts of their business activity on the community, environment and natural resources and encourage measures to re-use and recycle resources. Service providers are required to continuously improve protection of the environment in their business processes. In this regard, we view the existence of suitable environment management systems as an advantage.</p> <p>Procedures and standards for waste management, for the handling and use of chemicals and other hazardous substances and their disposal, and for emissions and waste water treatment must be observed. 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</p>








			<p>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>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	--	--	
<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).</p>	--	--	




7. Activities






Activities



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>The areas that DTS are operating are very organized and developed. In those areas there are no indigenous people or animal activities. Also for protecting areas there are rules from the government. Mainly the excursions are covering cultural heritage. We have also developed a procedure on how to design an excursion.</p> <p>3</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 766 1332 837">  Chania excursion.pdf </div> <div data-bbox="1025 845 1288 917">  Volcano Tour.pdf </div> <div data-bbox="1025 925 1489 997">  DTS_Taste of Korfu_CFU_new.pdf </div> </div>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</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</p>







		<p>aspects, cultural heritage and environmental conservation (see attached, also examples for Mauritius and South Africa).</p> <p>Excursions may be adjusted/improved to fit all criteria where needed. The common goal is to create a sustainable excursions portfolio for the entire group of tour operators. These sustainable excursions will also be labeled as socially, economically or culturally sustainable on all booking channels.</p> <p>The DTG created the position of a sustainable product manger to monitor the existing portfolio with the appraisal tool and create even more sustainable excursions from the scratch.</p> <p>@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>Examples uploaded</p> <p>This checklist is used by our team and me (sustainability coordinator) and Mrs Elina Papadaki.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 917 1332 997">  Chania excursion.pdf </div> <div data-bbox="1025 997 1590 1077">  _EN_ Designing a sustainable excursion .pdf </div> <div data-bbox="1025 1077 1803 1157">  The treasures of Cretan Nutrition _excursion appraisal tool .xlsx </div> </div>
<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>


			Contract example uploaded  CFU TZΩPTZIA 999359850 3.4.24.pdf
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 minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.	✓	✗	Planned for 2024  Shopping Souvenirs.pdf  Tour Guides.pdf
7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.	--	--	
7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	✗	This is checked by DER touristik. We dont have any certified excursions with any other standard
7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.	--	--	
7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).	--	--	

Specific criteria




6



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Action			Details
<p>7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>			<p>All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct (incl. a summary of the animal welfare, climate protection, human rights, child safeguarding, anti corruption, etc. see attached) policy to every contract, it is insured that all criteria of it will meet the contracted supplier.</p> <p>This is 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>@DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion.</p> <p>@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.</p> <p>Information on DER Touristik Germany:</p> <p>See guidelines of marketing & communication in animal welfare.</p> <p>Our excursions do not include any harm to humans, animals, natural resources or plants. The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p> <div style="display: flex; align-items: center; margin-top: 10px;">  Taste of Corfu.pdf </div> <div style="display: flex; align-items: center; margin-top: 5px;">  ResponsibleExcursions_Overview_2021.10.06.xlsx.xlsx </div>

<p>7.10. 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.</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: 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>Our excursions do not provide interaction with any form of captive wildlife and any harm to humans, animals, natural resources or plants. There no third party clients</p> <p> ResponsibleExcursions_Overview_2021.10.06.xlsx.xlsx</p>
<p>7.11. 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</p>	✓	✓	<p>https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</p>

<p>sustainable and in compliance with local, national and international law.</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>Our excursions do not provide interaction with any form of wildlife and any harm to humans, animals, natural resources or plants.</p>
<p>7.12. 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 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 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 guidlines of marketing, product development, communication, etc. in animal welfare.</p> <p>Our excursions do not provide interaction with any form of wildlife and any harm to humans, animals, natural resources or plants. Alao there are no third party clients</p> <p> ResponsibleExcursions_Overview_2021.10.06.xlsx.xlsx</p>
<p>7.13. 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>All guides are skilled and trained.</p> <p> DTS OFFICIAL GUIDES LIST.xlsx</p> <p> CFU_ΣΥΜΒΑΣΗ ΞΕΝΑΓΩΝ 2009_2011.doc</p>

<p>7.14. 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>✓</p>	<p>All of the vendors (local bus, winery owners and employees, local guide) are locally owned and managed. Through the excursions, local actions, initiatives and businesses are promoted</p> <p> Taste of Corfu.pdf</p> <p> The treasures of Cretan Nutrition _excursion appraisal tool .xlsx</p>
<p>7.15. 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>	

8. Tour leaders, local representatives, and guides



8




3




Tour leaders, local representatives and guides

8

3


Action			Details
<p>8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.</p>	-	-	
<p>8.2. 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>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 & Greek labor</p>

		<p>laws. The CoC is not included in any employment contract. The CoC is implemented at trainings as the onboarding trainings and on Synology (internal shared folder). 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> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p> <p> DTS OFFICIAL GUIDES LIST.xlsx</p> <p> CFU_ΣΥΜΒΑΣΗ ΞΕΝΑΓΩΝ 2009_2011.doc</p>
<p>8.3. 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>✓ ✓</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. 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>We provide a living wage to our guides according to greek legislation. </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 & Greek labor laws. All employees are introduced to their specific</p>

		<p>employment conditions again by HR department 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> ΣΥΜΒΑΣΗ ΚΕΝΗ.pdf</p> <p> RHO GUIDES TARIFF FOR 2022 _ 2023 _ 2024 _23.3.22_.pdf</p> <p> CFU_ΣΥΜΒΑΣΗ ΕΞΕΝΑΓΩΝ 2009_2011.doc</p>
<p>8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.</p>	<p>-- --</p>	
<p>8.5. 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>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 2024); 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</p>
<p>8.6. 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>We inform our guides that we are engaged to Travelife certification program and we provide them with our Code of Conduct and Sustainability Policy by email or briefing. We only have guides from DER Touristik (DTS-CH) and DER Touristik Eastern Europe.</p>
<p>8.7. 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</p>

		<p>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>Reps are trained online by Travelife since Feb 2023 and in their onboarding training (CoC).</p> <p>Mandatory online training: 2 Rep training 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>Να τους βάλουμε να τα παρακολουθήσουν;</p>
<p>8.8. 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>we provide a contract and training at the beggining of the season . DTS only hires licensed tour guides who receive official training regarding destination, natural and cultural attractions and sustainability aspects of tour guiding from School of Tourist Guides.</p> <p> CFU_ΣΥΜΒΑΣΗ ΞΕΝΑΓΩΝ 2009_2011.doc</p>
<p>8.9. 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).</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>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>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)</p>

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.

During the excursions and prior to these, the customers are both informed orally and written on all sustainability matters and rights. They can also take a look at our principles through our website.

Each DMC as well as the DTS Incoming Hellas webpage "dtservices.travel" inform on all sustainable matters in general & per destination. The information will be promoted more obvious for the end customer 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.

		<p>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.</p> <p>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).</p> <p>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>
<p>8.10. 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 annual 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</p>



		<p>the DER Touristik Group. Please inform all of your guides.</p> <p>The 98% of the employees of DTS Incoming Hellas have passed the online training on child safeguarding of The CODE. The training is available since March 2023 and so employees are currently in the process of training. The REWE Group is taken care of the annual fee of The Code.</p>
<p>8.11. Working conditions</p> <p>The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).</p>		

9. Destinations



Selection of destinations







Action			Details
9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)	-	-	
9.2. 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.	✓	✗	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. @DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same). No third party business
9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).	-	-	
9.4. Accessible destinations	✓	✗	Group Answer: "No". Explanation: The DMC-Network does not consider sustainable

<p>In selecting new destinations the reachability through more sustainable means of transport is considered.</p>			<p>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>No third party business</p>
<p>9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.</p>	--	--	

Local projects and initiatives



Action			Details
<p>9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.</p>	--	--	
<p>9.7. 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>This is promoted through the excursions (attaching some examples)</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 1197 1288 1273">  Volcano Tour.pdf </div> <div data-bbox="1025 1273 1355 1350">  Shopping Souvenirs.pdf </div> </div>

			 Tour Guides.pdf  DTS_Taste of Korfu_CFU_new.pdf
<p>9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).</p>	--	--	
<p>9.9. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.</p>	--	--	
<p>9.10. 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.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>Information on Inhouse tour operator:</p>

Manta Reisen (TourCert certified)

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

Information on SOUVENIRS in their customers travel documents:

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

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

In our sustainable excursion checklist we use as a requirement the use of cruelty free and local produced souvenirs.



Internal use_DTG Animal Welfare Marketing_Sales_Customer Service Guide.pdf



Internal use_DTG Animal Welfare Product Procurement Guide.pdf

9.11. Exploitation and harassment

The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.

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10. Customer communication and protection

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Prior to booking

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Action			Details
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.	--	--	
10.2. CRM A Customer Relationship Management system is available (CRM)	--	--	
10.3. Customer privacy The company ensures that customer privacy is not compromised.	✓	✓	<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>We comply to the GDPR policy and we reassure that the company handles customer information with sensitivity.</p>

		 GDPR_DTS_TO_2023.docx
<p>10.4. 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>✓ ✓</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>DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).</p> <p> CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf</p> <p> Internal use_DTG Animal Welfare Marketing_Sales_Customer Service Guide.pdf</p>
<p>10.5. 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>DMCs are not involved in marketing and promotion (handled by clients/ tour operator).</p> <p>All information is accurate and clear for the customer. As we are following DER Touristik principles, we are compliant with our sustainability claims and be available to respond to customers regarding questions that may arise.</p>
<p>10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓ ✓</p>	<p>DMC Group Answer: This question refers to information before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "yes" for an answer.</p> <p>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 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>Information on forbidden souvenirs is not included yet, but the TO is working on improving the information of the information in all travel documents.</p> <p>Reisefuehrer Shop - Individuelle Reisefuehrer fuer Urlaub und Reisen weltweit inzumi (dertouristik.com)</p> <p>The DMC does not handle this information but its clients, the tour operators</p>
<p>10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.</p>	<p>-- --</p>	
<p>10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓ —</p>	<p>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" 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>The DMC does not handle this information but its clients, the tour operators.</p>
<p>10.9. Sustainable transport Clients are informed about the environmental impact of different transport</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>

options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.

Info on Apollo (Nordics):

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

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

Info on DER Touristik Germany

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

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

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

The DMCs are not handling these services.

10.10. 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.

✓ ✓

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.

Information DER Touristik Germany:

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>The DMCs are not handling these services.</p>
<p>10.11. 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> <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</p> <p>3. Travel information Quotation:</p> <p>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</p> <p>4. My Sites (see enclosed)</p>

		<p>My Sites is a self-service portal for which the customer can register after booking.</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> o Information on the booked services (hotel, rental car, flight...) o Overview of payments made in the case of direct collection o Retrieval of invoice (only for customers with direct collection) and travel documents o And since September 2022 there is also the new My DERTOUR app, which can be downloaded free of charge from the Apple and Google Play Store. <p>The customer is informed about the compensation of CO2 emissions when they call up their booked trip in the portal. The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).</p> <p>The DMCs are not handling these services.</p>
<p>10.12. 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</p>


		<p>also later when receiving the travel information, prior to departure to the holidays destination of the client.</p> <p>The DMCs are not handling these services</p>
<p>10.13. 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 sustainable 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 leaf 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

		<ul style="list-style-type: none"> - DER Touristik is working on a labeling of more sustainable excursions - Almost finished creating a sustainable round trip in Ireland (coming soon) <p>The company is managing bookings and so also partly/or entirely (depending on the DMC) handling the communication to the clients/endcustomers.</p>
<p>10.14. 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>We are following DTS policies regarding bookings and accommodation.</p> <p>We providing sustainable excursions.</p> <p>We operate as B2B so this not directly to customers.</p>
<p>10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAHL).</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 <Julia.Schumann@dtservices.travel>. Thank you.</p> <p>https://dtservices.travel/about-us/</p>

After booking and during holidays

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Action			Details
<p>10.16. 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>We dont do any third party clients, We do only Der Touristik clients.</p> <p>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.)</p> <p> Chania excursion.pdf</p>
<p>10.17. Destination dos and don'ts</p>	✓	✓	<p>@DMCs: This question refers to information before arrival at the destination. The DMCs are</p>

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).

not handling these services.

@DMCs: Please explain how you handle this information with **third party clients**.

Info on Apollo (Nordics):

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

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

Info on DER Touristik Germany:

See action plan

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

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

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

You will receive the travel documents for our joint client today. Please check the documents for completeness before departure and ask the client to take them with him on the trip. In addition, he should inform himself about current travel and safety information as well as entry requirements at the travel agency or on the Internet and take note of any important information

in the travel documents. **For Germany: from the Federal Foreign Office at www.auswaertiges-amt.de. 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 jewelry.

<p>10.18. 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 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>We dont do any third party clients , we do only DER touristik clients. Therefore we align with</p>

		<p>the statement that the 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>10.19. 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> <p>Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439 512, e-mail:</p> <p>reisebetreuung.der@dertouristik.com</p> <p>Customer concerns after return journey: E-mail: kundenbetreuung@dertouristik.com</p> <p>Blocking of EC cards: Tel. +49 180 5021021</p>

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

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

Page 7:

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

- News ticker with the latest information.

- Contact by phone, e-mail or chat with your local contact. In

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

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

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

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

email (details under Return journey on the website).

- Reserve your favourite excursions and rental cars in advance or during the trip and

find out about current offers.

- Your holiday region from A-Z.

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

		<p>QR code: See in travel documents enclosed</p> <p>Website: https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/</p> <p>The final package delivered to customers is fixed by tour operators. Contact persons from DTS Hellas are the destination managers.</p>
<p>10.20. 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 emergency contact persons.</p> <p>Info on DER Touristik Germany:</p> <p>There is a 24h Hotline for clients at the destination for any problem that might appear.</p> <p>Info on communication Hotline Number?</p> <p>Within the travel documents clients receive information how to reach out to their insurance company or block a credit card, etc.</p> <p>See travel documents Dubai enclosed</p> <p>Travel documents e.g. Dubai:</p> <p>Page 2</p> <p>Important contacts</p>

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

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

reisebetreuung.der@dertouristik.com

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

Blocking of EC cards: Tel. +49 180 5021021

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

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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

		<p>by</p> <p>email (details under Return journey on the website).</p> <ul style="list-style-type: none"> - 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. <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>Responsible is the Crisis Department, it is located in our head office. Attaching relevant documentation.</p> <p>Crisis department is trained via online awareness, approximately once per year. They are arranged by crisis management/department of DTD. In case of emergency, the customers contact the emergency number of the reps from DER Touristik (DTS-CH).</p> <p> 2023 18 15 Krisenmeldung an SCO EN V1_3.pdf</p> <p> Verbindlicher und ausschliesslicher Krisenmeldeweg ans Krisenmanagement Eng.pdf</p>
<p>10.21. 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</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>

national good practice and locally agreed.

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

Info on Apollo (Nordics):

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

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

Info on DER Touristik Germany:

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

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

No third party clients. We align with the group

10.22. Sexual exploitation

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

✓ ✓

@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.

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.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/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

There are no third party clients.



antiviolence _ Harrasment Policy DTS Hellas.en.docx

10.23. 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).



@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.

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

Info on Apollo (Nordics):

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

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

Information on Inhoude tour operator:

Manta Reisen (TourCert certified)

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

Information on SOUVENIRS in their customers travel documents:

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

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

Info on DER Touristik Germany:

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

e.g. information of wwf that will in the future be part of the DTS-CH
Webpage: https://www.wwf.at/wp-content/uploads/2021/07/wwf_souvenirratgeber_2019_web.pdf

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

Travel information of DER Touristik Germany as an Example:

Only this note + customs in the travel documents:

In addition, he/she should inform himself/herself about current travel and safety information as well as entry conditions at the travel agency or on the Internet and take note of any important information in the travel documents.

		<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: Import ban on narcotics of all kinds, food, GPS devices, weapons, electrical and electronic devices (e.g. irons, radios). irons, radios). Cameras, video cameras, sports equipment etc. must be declared on import and re-exported. re-exported. Gifts must be declared to the Cuban authorities. For the export of art objects (paintings, antiques, etc.) requires a state a state export licence. For exports of 50 or more cigars (in their original packaging!), a receipt from the official tobacco shop is required. official tobacconist's receipt is compulsory. The import and export of pesos is prohibited.</p> <p>No third party clients</p> <p>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>10.24. 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.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 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>No third party clients</p> <p>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>10.25. Sustainable transport options</p>	<p>✓ ✓</p>	<p>@DMCs: DMCs do not communicate with the endcostumer only the TO it works with.</p>

<p>Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</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.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 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>No third party clients</p>
<p>10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature</p>	<p>✓ —</p>	<p>@DMCs: Answer: "no". DMCs do not communicate with the endcostumer only the TO it works with.</p>

conservation, cultural and social projects).

Please explain if you motivate endcostumors to donate to charitable projects you as a DMC support. If so, your answer can also be "yes".

Info on DER Touristik Germany:

The **tavel information documents/booklet provides information on a donation** to one of the DER Tourisik 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>

10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	--	--	

After holidays



Action			Details
10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	✓	<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>Customer satisfaction is monitored by the tour operators. Each tour operator chooses his own way of monitoring customer satisfaction.</p>
<p>10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓</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>10.30. 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>

Info Reiseunterlagen:

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

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

Dann sind wir für Sie da:

DER Touristik Reisebetreuung

Tel. +49 211 95439512

E-Mail: reisebetreuung.der@dertouristik.com

Endcustomers of DER Touristik Germany:

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

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

During their trip 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."



CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf



Complaints' Procedure.pdf