

## Sustainability policy of DTS Tunisia



**Purpose:**

As a travel company engaging with a wide range of stakeholders in tourism—such as consumers, tour guides, travel agencies, hotels, transport providers, restaurants, and attractions—DTS Tunisia recognizes its significant role and impact on the sustainable development of tourism. We are therefore committed to promoting sustainability in all aspects of our operations. Our goal is to adopt, implement, and advocate for best sustainability practices to maximize positive impacts and minimize negative ones, both within our operations and by influencing our clients and partners to do the same.

The company is dedicated to adhering to international sustainability standards across various areas, including sustainability management and legal compliance, internal policies on social issues and human rights, environmental practices, community relations, as well as the management of transport, accommodations, excursions, activities, tour leaders, local representatives, guides, and customer communication and protection.

**Scope:**

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

This policy applies to all DTS Tunisia employees on a permanent or fixed-term contract, interns, as well as clients, providers, and suppliers.

**1. Sustainability Management & Legal compliance**

DTS Tunisia commit to sustainability management, practiced by these following actions:

- To have a sustainability mission statement that is communicated to customers, partners and suppliers.
- To collaborate and actively involved in external forums and working groups which are supportive to sustainability in tourism.
- To conduct baseline assessment of the company's performance on sustainable practices.
- To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning.
- To ensure company's transparency in sustainability by public reporting and communicating.
- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

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

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice.
- All employees of the company have an employment contract, including labour conditions and a job description.
- Wage rate is to be mentioned in the contract and equals or above the national legal wage.
- To determinate and compensate of overtime working hours based on agreement.
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance.
- To have health and safety policy for employees which complies to national legal standards.

- To obey national concerning Minimum Age for Admission to Employment.
- To have documented effective procedures in place for employees to voice out their complaints and expectations.
- To have a clear disciplinary procedure that is effectively communicated with employees.
- To have a measurement system for employee satisfaction on a regular basis.
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters.
- To create opportunities for students in participating in traineeship.
- To encourage employment opportunities for persons with special needs.

We commit to practice human rights by ensure the enforcement of following practices:

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions.
- To participate and comply with a collective labor condition negotiation structure.
- To prohibit discriminations, 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.
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education.

### **3. Internal Management: Environment and community relations**

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- Actively reduce the use of disposable and consumer goods especially paper.
- Prioritize the purchase of sustainable products. For instance, we have opted to buy paper that is environmentally responsible, recyclable, and sourced from an FSC-certified brand.
- Purchase products in bulk, to reduce the amount of packaging materials.
- Set copy and printing machines by default to double-sided printing
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label.
- Have an active commitment to measure, monitor and reduce energy consumption.
- Purchase energy efficient lighting for all areas, when available.
- Switch off Lights and equipment when not in use, and set printers and PCs by default in the energy saving mode.
- Give preference to low-energy equipment when purchasing printers and PCs, taking into account cost and quality.
- Have an active policy to reduce water consumption, implemented and monitored on a yearly basis for benchmark purposes.

- Install water saving equipment or Dual flush in toilets.
- Comply with the national legislation concerning waste disposal.
- Develop and implement a solid waste reduction and recycling policy.
- Take action to reduce the use of non-refillable plastic water bottles in the office by installing water fountains across our agencies. Separate all materials which can be recycled and organize collection and proper disposal.
- In an effort to recycle our used batteries, we have partnered with an organization that provides a collection center called 'Tunisie Recyclage' for battery drop-offs.
- We replace harmful substances, including paints and cleaning products, with harmless products.
- Implement a sustainable mobility policy for staff travel, focusing on reducing trips by promoting carpooling for business travels, virtual meetings (such as Teams)
- Provide periodic guidance, training and information to all staff members, about their roles and responsibilities with respect to internal environmental practices.

#### 4. Transport

- DTS Tunisia only works with transport providers that adhere to the company's Code of Conduct.

#### 5. Accommodations

- DTS Tunisia only works with accommodations that adhere to the company's Code of Conduct.
- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by:
  - Training employees in children's rights, the prevention of sexual exploitation and how to report suspected cases.
  - Supporting and engaging stakeholders in the prevention of sexual exploitation of children.

#### 6. Excursions and activities

- DTS Tunisia only works with excursion providers that adhere to the company's Code of Conduct.

We value animal and community welfare extremely high and aims at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by:

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination.
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents to minimise negative visitor impact and maximise enjoyment.
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable.

- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law.
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects.
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

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

We aim at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Ensuring that all employees have a written employment contract, and fully understand the terms and conditions;
- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability, and provide training as required;
- Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum.
- Ensuring that our tour guides, and other employees under contract are qualified and trained regularly;
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by emails, or training and information sessions;
- Having our tour leaders, local representatives and guides inform 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);
- Training our employed tour leaders and local representatives on the avoidance of sexual exploitation of children. This will include training on how to check the requirements concerning exclusion of child abuse;

#### **8. Destination**

- All partners and providers sign the company's Code of Conduct, which includes to not promote illegal souvenirs.

#### **9. Customer communication and protection**

Customers welfare and information are very important to us. At DTS Tunisia, we ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised.

- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option.
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.
- Clearly inform (potential) direct customers, about sustainability commitments and actions.

After booking and during holidays, we commit to this by:

- Keep a contact person and a telephone number permanently available for emergency situations.
- Train personnel and keep guidelines available, on how to deal with emergency situations.

**Contact / Responsible person:**

The implementation of this policy will be managed by the Sustainability Coordinator, Siwar Romani: **Siwar.Romani@dtservices.travel**. Under their leadership, it is crucial to recognize that all employees are responsible for embracing and carrying out this policy. Therefore, every employee and colleague plays a role in promoting and implementing this sustainability policy within their respective departments.

**Effective date:**

This policy is effective from Monday 27 January 2025.