

**Destination  
Touristic Services**

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**Destination Touristic Services – Dubai**

**Sustainability Action Plan**

**(2025-2027)**

**DERTOUR  
GROUP**

## **Sustainability Action Plan (2024-2026)**

### **1. Sustainable Development Management and Legal Compliance**

**Target:**

Full compliance with sustainability management and legal frameworks.

**Actions:**

1. Assign a dedicated Sustainability Coordinator.
2. Update and communicate the sustainability mission to all stakeholders.
3. Conduct a baseline sustainability assessment.
4. Implement a sustainability evaluation system for suppliers.
5. Develop and publish annual sustainability reports.

**Responsible:** Sustainability Coordinator

**Timeline:** 2025-2026

**Resources:** Staff training, communication platforms

**Completion Date:** 2026-12

### **2. Internal Management: Social Policy and Human Rights**

**Target:** Ensure fair treatment and compliance with human rights standards for all employees.

**Actions:** Review and update employment contracts according to legal standards.

**Responsible:** HR Manager

**Timeline:** Ongoing

**Resources:** UAE Labour Law

**Completion Date:** 2025-12

### **3. Internal Environmental Management**

**Target:** Reduce energy and water consumption by 15% by 2026.

**Actions:**

1. Install energy-efficient lighting and appliances.
2. Implement water-saving devices in offices.
3. Set printers to default double-sided mode and reduce paper use by 30%.
4. Purchase green energy where possible.

**Responsible:** HR Manager

**Timeline:** 2025-2026

**Resources:** Equipment costs

**Completion Date:** 2026-08

#### **4. Transportation**

**Target:**

Reduce CO2 emissions from company transport by 20% by 2026.

**Actions:**

1. Encourage use of public transport and teleworking.
2. Introduce fuel-efficient vehicles for tours.

**Responsible:** Operations Manager

**Timeline:** 2025-2027

**Resources:** Transport upgrades, carbon offsetting

**Completion Date:** 2027-12

#### **5. Excursions and Activities**

**Target:** Eliminate environmentally harmful excursions by 2025.

**Actions:**

1. Review and update all excursion offerings.
2. Train guides on sustainable tourism practices.
3. Offer eco-friendly alternatives and promote these to clients.

**Responsible:** Operations Manager

**Timeline:** 2025-2026

**Resources:** N/A

**Completion Date:** 2025-12

#### **6. Waste Management**

**Target:** Achieve 50% reduction in office waste by 2026.

**Actions:**

1. Implement office recycling and composting systems.
2. Reduce single-use plastics and paper consumption.
3. Promote waste reduction initiatives among staff.

**Responsible:** HR Manager

**Timeline:** 2025-2026

**Resources:** Waste bins

**Completion Date:** 2026-12

### **7.Support for Nature Protection and Community Development**

**Target:** Actively support nature protection and community development through partnerships, donations, and staff/client involvement.

**Actions:**

1. Partner with local/national sustainability organizations.
2. Facilitate client contributions via donations or optional “eco-contributions.”
3. Organize donation drives for in-kind support.
4. Promote initiatives and report impacts in the annual sustainability report.

**Responsible:** Sustainability Coordinator, Operations and HR Department

**Timeline:** 2025-2027

**Resources:** Budget allocation, donation, marketing tools

**Completion Date:** 2026-12

### **8.Enhancing Supply Chain Sustainability**

**Target:** Evaluate and improve the sustainability performance of key suppliers.

**Actions:**

1. Define and apply sustainability criteria for suppliers.
2. Assess key suppliers regularly and prioritize improvements.
3. Provide feedback and collaborate with suppliers for better practices.
4. Include sustainability requirements in procurement policies.
5. Monitor progress and report in the annual sustainability report.

**Responsible:** Sustainability Coordinator, Procurement Team

**Timeline:** 2025-2027

**Resources:** Evaluation tools, staff training

**Completion Date:** 2027-06

### **9. Staff Communication on Sustainability**

**Target:** Keep staff regularly informed about sustainability policies and progress.

**Actions:**

1. Share updates via newsletters, intranet, and team meetings.

2. Publish yearly sustainability activity and results updates.
3. Gather staff feedback through surveys or suggestion boxes.

**Responsible:** Sustainability Coordinator, HR Department

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **10. Reducing Disposable and Consumer Goods**

**Target:** Actively measure and reduce the use of disposable and consumer goods, especially paper.

**Actions:**

1. Monitor and track paper and consumable usage monthly.
2. Promote digital workflows to minimize paper use.
3. Implement double-sided printing and reuse scrap paper for internal use.
4. Set reduction targets and communicate progress to staff.

**Responsible:** Sustainability Coordinator, Office Administration

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **11. CO2 Emissions Offsetting**

**Target:** Offset CO2 emissions from fossil energy used in offices.

**Actions:**

1. Calculate office CO2 emissions from energy use annually.
2. Neutralize emissions.
3. Educate staff on the importance of emissions offsetting.
4. Include offsetting achievements in sustainability reports.

**Responsible:** Sustainability Coordinator, Finance Department

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **12. Reducing Water Consumption**

**Target:** Implement and monitor specific goals to reduce water consumption, with a focus on areas of high water risk.

**Actions:**

1. Conduct a water risk assessment to identify high-risk areas.
2. Set measurable water reduction goals based on assessment findings.
3. Install water-saving devices (e.g., low-flow faucets, efficient fixtures).
4. Monitor water usage monthly to track progress toward reduction targets.
5. Implement context-based water stewardship goals in high-risk areas.
6. Educate staff on water-saving practices and their impact.

**Responsible:** Sustainability Coordinator, Office Administration

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **13. Ink and Toner Cartridge Waste Reduction**

**Target:** Minimize waste from ink and toner cartridges through recycling and refilling practices.

**Actions:**

1. Partner with vendors offering cartridge recycling or refill programs.
2. Set up collection points for used cartridges in the office.
3. Use remanufactured or refillable cartridges whenever possible.
4. Educate staff on cartridge recycling procedures.
5. Monitor and report the volume of recycled or reused cartridges annually.

**Responsible:** Office Administration, Sustainability Coordinator

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **14. Measuring and Reducing Travel Emissions**

**Target:** Measure staff-related business travel, calculate emissions, and implement reduction and offset strategies.

**Actions:**

1. Develop a system to track business travel details (type, distance).
2. Calculate carbon and greenhouse gas emissions annually.
3. Set reduction targets and encourage alternatives like virtual meetings.
4. Partner with certified carbon offset programs to neutralize emissions.
5. Include travel emissions data and reduction progress in sustainability reports.

**Responsible:** Sustainability Coordinator, HR Department

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **15. Encouraging Sustainable Transport for Employees**

**Target:** Financially encourage employees to use public transport or sustainable transport options like bicycling, walking, or carpooling.

**Actions:**

1. Offer transportation subsidies for public transport or cycling.
2. Introduce a carpooling program with incentives (e.g., rewards, priority parking).
3. Promote the benefits of sustainable commuting through internal communications.
4. Provide secure bike storage and changing facilities to support cycling.
5. Track participation in sustainable transport programs and adjust incentives as needed.

**Responsible:** HR Department, Sustainability Coordinator

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **16. Sustainable Accommodations Policy**

**Target:** Develop and implement a long-term strategy to enhance the sustainability of contracted accommodations.

**Actions:**

1. Establish sustainability criteria for accommodations (e.g., energy efficiency, waste management, certifications like Green Key or EarthCheck).
2. Conduct an audit of current accommodations to assess sustainability performance.
3. Set measurable improvement targets and timelines for contracted accommodations.
4. Engage with accommodation providers to encourage adoption of sustainable practices.
5. Prioritize contracts with accommodations that meet or exceed sustainability standards.
6. Monitor progress and report annually on sustainability achievements.

**Responsible:** Sustainability Coordinator, Contracting Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **17. Safeguarding Children's Rights in the Accommodation Supply Chain**

**Target:** Ensure that children's rights are respected and safeguarded within the accommodation supply chain.

**Actions:**

1. Include clauses in supplier contracts prohibiting child labor below the legal working age of 14.
2. Require suppliers employing children under 14 (if legally permissible) to demonstrate compliance with special safeguarding conditions.
3. Conduct regular audits of accommodations to verify adherence to child protection policies.
4. Provide training for suppliers on respecting and safeguarding children's rights.
5. Terminate contracts with suppliers found violating child labor laws or failing to implement safeguarding measures.

**Responsible:** Sustainability Coordinator, Contracting Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **18. Improving Excursion Sustainability**

**Target:** Develop and implement a policy to enhance the sustainability of excursions.

**Actions:**

1. Establish sustainability criteria for excursions (e.g., eco-friendly transport, local community involvement, wildlife protection).
2. Audit current excursions to assess their environmental, cultural, and social impact.
3. Collaborate with excursion providers to adopt sustainable practices.
4. Prioritize excursions that support local communities and conservation efforts.

5. Promote sustainable excursions to clients through marketing materials.
6. Monitor and report on the progress of sustainability improvements annually.

**Responsible:** Sustainability Coordinator, Excursion Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **19. Sustainable Destination Selection**

**Target:** Incorporate sustainability aspects into the selection process for new destinations.

**Actions:**

1. Define sustainability criteria for destination selection (e.g., traffic-free zones, sustainable urban planning, waste management, community involvement).
2. Research and assess potential destinations based on sustainability metrics.
3. Include alternative, non-mainstream destinations that prioritize sustainability in the portfolio.
4. Collaborate with local authorities to ensure sustainable tourism practices are in place.
5. Promote sustainable destinations to clients through marketing and product offerings.
6. Regularly review and update the selection criteria to reflect evolving sustainability standards.

**Responsible:** Sustainability Coordinator, Product Development Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **20. Supporting Local Producers and Accommodations**

**Target:** Strengthen partnerships between accommodations and local producers for sustainable sourcing.

**Actions:**

1. Collaborate with local producers for food and souvenirs.
2. Encourage accommodations to source locally.
3. Support logistics and quality improvements for local products.
4. Offer training for producers on sustainable practices.
5. Promote local products in marketing materials.
6. Monitor and report on the impact of local sourcing initiatives.

**Responsible:** Sustainability Coordinator, Procurement Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

### **21. Strengthening Local Supply Chains**

**Target:** Enhance collaboration between accommodations and local producers for sustainable sourcing.

**Actions:**

1. Identify and promote partnerships between accommodations and local producers.
2. Encourage the use of locally sourced food and souvenirs.





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3. Support initiatives to improve product quality, logistics, and transport.
4. Facilitate training for local producers on sustainable practices.
5. Monitor and evaluate the impact of local sourcing efforts.

**Responsible:** Sustainability Coordinator, Procurement Team

**Timeline:** 2025-2026

**Completion Date:** 2026-12

**Monitoring and Evaluation**

Conduct quarterly reviews to assess the progress of each task.

Annual audits to ensure targets are being met.