

Sustainability Action Plan

Sustainability Action Plan

DTS Tunisia

Introduction

This is the second Action Plan for DTS Tunisia, created to steer our company toward more sustainable operations. It outlines specific targets and deadlines to enhance environmental, financial, and societal sustainability. As with our initial plan, we continue to collaborate closely with our employees and suppliers to achieve these objectives.

Overview

Action plan period: 14-06-2023 to 31-12-2026

Status overview: 19-02-2025

Criteria involved: 32

Criteria with all tasks completed: 8



Tasks involved: 32

Tasks completed: 8



Sustainability coordinator: Siwar Romani

Staff members involved: Manel MAKNI, Amine Jaballi, Emna Garci, Rihab Darouez, Ameni Ben Mansour,

Staff hours planned: 1029

Financial resources planned: 0 TND

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Social cooperation

Responsible **Start / End** **TND** **Hours**

1.6 Donations

A. Donations

Encourage Der Touristik in support Tunisia through paying a share of the donations in Tunisia.

Emna Garci; Siwar /
Romani; 31-12-2025 0 0

Policy

1.9 Sustainability policy

A. Sustainability policy ✓

We will implement a sustainability policy

Amine Jaballi; /
Siwar Romani; 31-01-2025 0 0
Emna Garci;

1.10 Communication

A. Communication ✓

The sustainability policy will be accessible to all employees, suppliers and the general public

Siwar Romani; 09-10-2024 / 0 0
31-01-2025

Monitoring and evaluation

1.13 Monitoring and evaluation

A. Monitoring and evaluation	Emna Garci; Siwar / Romani;	/	0	80
We will create a monitoring tool to collect data for paper, electricity, water and CO2 emissions.				

1.14 Staff Communication

A. Staff Communication	Emna Garci; Siwar / Romani;	/	0	10
Awareness-raising and regular communication on this subject to be planned.				

External reporting and communication

1.15 Travelife reporting

A. Travelife reporting ✓	Emna Garci; Siwar / Romani;	/	0	90
The company will reports its progress via Travelife at least every two years.				

1.16 Public reporting

A. Public reporting ✓	Emna Garci; Siwar / Romani;	/	0	0
The key sustainability results will be reported to the public at least every two years and will be available on the company website.				

2. Internal management: social policy & human rights

Social policy and human rights

2.5 Formal contracts

A. Formal contracts	Ameni Ben Mansour; Manel MAKNI;	/	0	200
A job description is being drawn up for each employee.				

2.12 Health and safety

A. Health, safety and crisis management policy	Manel MAKNI;	01-10-2024 / 30-11-2025	0	0
We will implement a health, safety and crisis management policy for employees				

2.15 Complaints procedure

A. Complaints procedure	Manel MAKNI; Siwar Romani;	/	0	40
The Human Resources Department will implement internal guidelines in which the complaints procedure will be included.				

2.17 Disciplinary procedures

A. Disciplinary procedure	Manel MAKNI; Siwar Romani;	/	0	40
The Human Resources Department will implement internal guidelines which will include the complaints procedure and the disciplinary procedure.				

2.19 Measuring employee satisfaction

A. Measuring employee satisfaction	Manel MAKNI; Siwar Romani;	/	0	8
The Human Resources department will set up an employee satisfaction survey, which will be carried out at least once every two years.				

Training and education

2.20 Health and safety

A. Health and safety	Ameni Ben Mansour; Manel MAKNI;	/	0	0
We will implement a health, safety and crisis management policy for employees				

2.21 Personal development

A. Personal development	Ameni Ben Mansour; Manel MAKNI; Siwar Romani;	/	0	160
DTS Tunisia will implement a training policy				

3. Internal management: environment and community relations

Procurement

3.2 Sustainable purchasing

A. Sustainable purchasing	Emna Garci; Siwar Romani;	/	0	80
DTS Tunisia will implement a Sustainable purchasing policy				

3.4 Office paper: printing

A. Double-sided printing training ✓

The IT manager will train staff in double-sided printing.

Rihab Darouez; / 0 8
31-03-2025

Energy

3.13 Carbon offset

A. Carbon offset

We are looking to consult carbon offsetting companies in Tunisia in order to comply with this requirement

Emna Garci; Siwar / 0 0
Romani; 31-12-2025

Waste management

3.25 Plastic water bottles

A. Plastic water bottles ✓

Water fountains will be installed in our agencies.

Emna Garci; / 0 0
28-02-2025

3.26 Reuse / recycling of waste

A. Recycling of waste ✓

DTS Tunisia will install four types of recycling bins in each agency to ensure that all waste is separated: plastic, glass, hazardous waste and paper.

Emna Garci; / 0 0
28-02-2025

3.27 Toner/ink

A. Purchase of recyclable ink cartridges. We are committed to purchasing only recyclable ink for our laser printers	Rihab Darouez;	/	0	0
		31-03-2025		

Mobility**3.31 Staff travel policy**

A. Staff travel policy DTS Tunisa will implement a staff travel policy	Emna Garci; Siwar Romani;	/	0	160
		31-03-2025		

3.32 Business travel emission

A. Business travel emission DTS Tunisia will record the business trips made by staff members.	Emna Garci;	/	0	0
		28-02-2025		

Sustainability training and awareness raising**3.36 Staff environmental training and information**

A. Staff environmental training and information DTS Tunisia will create an Environmental Management Policy	Emna Garci; Siwar Romani;	/	0	40
		30-06-2025		

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

No tasks planned

7. Activities

7.1 Activities offered

A. Activities offered

DTS Tunisia will create an inventory of environmentally or culturally sensitive excursions, which are offered in each destination.

Amine Jaballi;	/	0	32
	30-04-2025		

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

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

Distribute the Sustainability Codes of Good Practice to our excursion suppliers.

Amine Jaballi;	/	0	0
	31-12-2025		

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.4 Sustainability policy

A. Sustainability policy ✓

We will communicate our sustainable policy to all our guides.

Emna Garci; Siwar Romani;	/	0	1
	31-01-2025		

8.6 Destination knowledge

A. Destination Knowledge	Manel MAKNI; Amine Jaballi;	/	0	0
We will create training/knowledge on destinations including relevant aspects of sustainable development in the form of a PowerPoint presentation or manual				

9. Destinations

Selection of destinations

9.1 Sustainable destinations

A. Sustainable destinations	Amine Jaballi;	/	0	0
The DMC-Network will consider sustainable and responsible aspects when choosing a specific region at their destination				

Local projects and initiatives

9.3 Local economic network

A. Local economic network	Amine Jaballi;	/	0	0
DTS Tunisia will support initiatives related to the local economic network.				

10. Customer communication and protection

Prior to booking

10.5 GHG / Carbon emission level

A. GHG/Carbon emission level	Amine Jaballi;	/	0	0
31-12-2025				

Encouraging DERTOOUR to implement this criteria : to inform clients about the GHG or carbon emission of the travel offer before booking

After booking and during holidays

10.14 Destination dos and don'ts

A. Destination dos and don'ts	Amine Jaballi;	/	0	0
DERTOUR GROUP WILL GET US ALL THE INFORMATION ABOUT TUNISIA		31-03-2025		

After holidays

10.26 Complaints

A. Complaints	Amine Jaballi;	/	0	80
DTS Tunisia will create a clear procedures in case of complaints from clients.		31-12-2025		