

**Destination
Touristic** Services

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Destination Touristic Services - Dubai

Sustainability Policy

DERTOUR
GROUP

As a DMC engaged with various tourism stakeholders, such as consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions, Destination Touristic Services Dubai understands its key role and influence in the sustainable development of tourism. Therefore, we commit to promoting sustainability. We aim to follow, implement, and promote best sustainability practices to maximize the positive impacts and minimize the negative impacts of our activities on tourism and encourage our clients and partners to do the same.

Our sustainability policy is divided into 9 themes. Each theme consists of a set of principles and corresponding practical actions.

1.Sustainable Development Management and Legal Compliance

We commit to sustainable management through the following actions:

- Having a designated employee responsible for sustainability coordination tasks.
- Having an accessible and written sustainability policy aimed at reducing the negative social, cultural, economic, and environmental impacts of the company's activities, including health and safety aspects related to employees.
- Actively collaborating and engaging in external forums and working groups that support sustainability in tourism.
- Having sustainability guidelines and an evaluation system to identify the sustainability performance of key suppliers/partners.
- Developing an action plan for sustainability with clear objectives, actions, measures, responsibilities, and a timeline.
- Establishing documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives, and targets.
- Ensuring that all staff are fully aware of our sustainability policy and committed to implementing and improving it.

We commit to complying with all national laws, regulations, and codes of practice.

2.Internal Management: Social Policy and Human Rights

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

- Employees have the freedom of employment and contract termination with notice (ideally a minimum of one month) without penalty.
- Employment contracts include working conditions in accordance with national labor laws and a job description.
- The wage rate is mentioned in the contract and is equal to or higher than the national legal wage.
- Overtime is determined and compensated based on an agreement.
- Providing medical and liability insurance in accordance with national legislation.
- Employees are entitled to fixed paid annual leave and sick leave as well as an allowance for unpaid annual leave.

- A health and safety policy for employees is in place, compliant with national legal standards.
- Compliance with national minimum age for employment.
- Documented and effective procedures for employees to express complaints and expectations.
- A clear and effectively communicated disciplinary procedure.
- A system for regularly measuring employee satisfaction.

We commit to respecting human rights by ensuring the following practices:

- We participate and comply with a collective bargaining structure for working conditions (if one exists locally).
- We prohibit discrimination in recruitment, employment conditions, access to training, or promotion based on gender, race, age, disability, ethnic origin, religion/beliefs, or sexual orientation.
- We ensure that all employees have equal opportunities and access to resources and personal development opportunities through regular training and education.

3. Internal Management: Environment and Community Relations

We commit to environmental protection and improving community relations by implementing the following practices:

- Actively reducing the use of disposable and consumable goods.
- Favoring the purchase of sustainable goods and services for office supplies, catering, promotional gifts, and merchandise.
- Purchasing in bulk to reduce the amount of packaging material.
- Setting photocopiers and printers to default double-sided printing or other paper-saving modes.
- Using non-hazardous, non-eutrophic, biodegradable cleaning products certified by an ecolabel, if available locally.
- Printing brochures on eco-friendly paper with a printing company using a certified environmental management system, if available locally at reasonable costs.
- Implementing measures to reduce brochure waste or adopting an "Internet-only" policy.
- Actively measuring, monitoring, and reducing energy consumption.
- Calculating and offsetting CO2 emissions, comparing different periods.
- Purchasing green energy and high-efficiency lighting for all areas, where possible.
- Turning off lights and equipment when not in use, using automatic on/off systems with timers or motion sensors, and setting equipment to default energy-saving modes, where possible.
- Prioritizing energy-efficient equipment purchases, considering cost and quality.
- Implementing an active water consumption reduction policy, monitored and evaluated monthly or annually.

- Developing and implementing a solid waste reduction and recycling policy with quantitative targets.
- Taking measures to reduce the amount of packaging material and avoiding non-recyclable or non-biodegradable packaging materials.
- Taking measures to reduce the amount of non-reusable plastic water bottles used in the office.
- Separating all recyclable materials and organizing appropriate collection and disposal.
- Implementing waste reduction methods when using ink and toner cartridges for printing and copying, where possible.
- Properly recycling or disposing of batteries.
- Measuring and reducing staff-related travel and using more sustainable transportation modes. Calculating emissions to reduce and offset them through a reliable locally available program.
- Financially encouraging employees to use public transport or sustainable modes of transportation.
- Reducing travel-related impacts through teleworking, teleconferences, home office policies, or other means.
- Properly maintaining and checking company vehicles to reduce emissions and energy consumption, ensuring they comply with legal emission standards.
- Periodically providing advice, training, and/or information to all staff on their roles and responsibilities regarding internal environmental practices.

4. Transport

We strive to ensure that the vehicles used during tours do not cause pollution beyond the average. We believe transportation is an important aspect of sustainable tourism, and we do our best to reduce average pollution levels. We commit to:

- Choosing the most sustainable options, considering price and comfort when selecting transportation methods to the destination.
- Including sustainable (public) transport to the starting point of the international/long-distance trip.
- Considering and preferring more sustainable alternatives when selecting transport options for transfers and excursions at the destination, considering price, comfort, and practical considerations.
- Integrating and/or promoting one or more sustainable holiday products/packages based on a recognized methodology, including sustainable transport, accommodation, and activities.

5. Accommodation

We strive to establish a fully sustainable tourism supply chain. Partner accommodations play an important role in this and are encouraged and motivated to adopt sustainable practices. We commit to:

- Selecting accommodations that comply with sustainability and quality standards, with attention to the following aspects:

- Do they have a signed sustainability contract?
- Do they have a water-saving program?
- Do they have an energy-saving program?
- Do they have a waste management program?
- Do they have a system to reduce energy consumption?
- Do they have a sustainable supply chain?
- Do they have a child protection policy?
- Do they conduct corporate social responsibility (CSR) activities?
- Do they train their staff in health and safety?
- Motivating and encouraging partner accommodations to obtain sustainable certification.
- Asking accommodations to provide evidence clarifying their sustainability goals and strategies.
- Having accommodations sign a sustainability addendum.
- Encouraging accommodations to follow best practices/training in responsible tourism.
- Clearly and actively communicating our sustainability goals and requirements to contracted accommodations and other relevant facilities.
- Giving clear preference to accommodations working with an internationally recognized certification (e.g., recognized by GSTC) and/or Travelife.
- Ensuring children's rights are respected and safeguarded through our accommodation supply chain.
- Training employees on children's rights, preventing sexual exploitation, and how to report suspected cases.
- Supporting, collaborating with, and engaging stakeholders in preventing child exploitation.
- Working with accommodations and restaurants that incorporate local art, architecture, or cultural heritage while respecting the intellectual property rights of local communities.
- Ending cooperation with accommodations that jeopardize the provision of essential services such as food, water, energy, healthcare, or land to neighboring businesses.

6. Excursions and Activities

We place great importance on the well-being of animals and communities and aim for tours that leave only a minor footprint. We safeguard the authenticity of communities and the natural environment and firmly oppose any harm to wildlife and environmental pollution. We commit to:

- Having an inventory of environmentally or culturally sensitive excursions offered at each destination.
- Advising clients on behavior standards during excursions and activities, emphasizing respect for local culture, nature, and the environment.
- Communicating our sustainability objectives and requirements to contracted excursion providers and other relevant providers through codes of conduct, social media, emails, discussions, and/or meetings to minimize the negative impact on visitors and maximize enjoyment.

- Not offering excursions that harm humans, animals, plants, natural resources such as water and energy, or that are socially or culturally unacceptable.
- Not offering excursions where wild animals are kept in captivity, except for duly regulated activities in compliance with local, national, and international legislation.

7. Local Representatives, Guides, and Tour Leaders

We aim to involve as many locals as possible by employing them in the tourism industry. We support a fair and safe working environment that respects and uplifts local communities. We commit to:

- Ensuring that all employees have a written employment contract, including working conditions and a job description, and that they fully understand its terms and conditions.
- Preferring to work with local travel leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff when abilities are equal, and providing training if necessary.
- Ensuring that our local partners comply with all applicable international, national, and local laws and regulations, industry minimum standards, and any other relevant legal requirements.
- Ensuring that our contracted tour guides, hosts, and other employees are properly qualified and receive regular training.
- Ensuring that local staff are informed about the relevant aspects of our sustainability policy and comply with it through newsletters, contract supplements, emails, or training and information sessions.
- Offering a special module on sustainable travel in the training program for local tour guides and hosts, highlighting key aspects of responsible tourism, followed by the expected role of employees. This module also includes knowledge about the destination and its relevant sustainability aspects.
- Ensuring that our tour leaders, local representatives, and guides inform clients about relevant sustainability issues in the destination (e.g., flora and fauna protection, cultural heritage, resource use), social standards and values (e.g., tipping, dress codes, photography), and human rights (e.g., sexual exploitation).
- Training our tour guides and local representatives in preventing the sexual exploitation of children, including training on how to verify requirements concerning the exclusion of child sexual exploitation.

8. Destination

We seek to maximize positive impacts and minimize negative impacts at the destination to ensure the sustainable development of the places where we operate. We commit to:

- Taking sustainability aspects into account when selecting new destinations and potentially proposing non-traditional alternative destinations.
- Not selecting destinations where tourism causes structural local negative effects unless our involvement brings clear compensatory effects.
- Considering the selection of new destinations accessible by more sustainable modes of transportation.

- Complying with legal regulations concerning land use, protected areas, and heritage sites, as well as local, regional, and national authorities' destination management strategies.
- Influencing and supporting the local government (where possible, along with other travel businesses and stakeholders) regarding sustainability, destination planning and management, natural resource use, and sociocultural issues.

9. Customer Communication and Protection

- Our company, Destination Touristic Services Dubai (DTS Dubai), does not receive customer information directly. All customer data is managed by our partner, DERTOUR Germany, which ensures secure handling and processing in compliance with data protection standards. DTS Dubai only receives the names of passengers necessary for operational purposes, aligning with our privacy and data protection policies. Before booking, we commit t