

Sustainability report - 2025

DTS Dubai
Travelife Partner



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1. Reporting context

2. Company data

DTS Dubai

Thuraya Tower, Barsha Heights Suite 901 & 902

Dubai

<https://dtservices.travel/>

| | |
|------------------------------|--|
| Tourist volume | 20001 - 50000 |
| Number of employees | 26 - 100 |
| Type of tourism | Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Round tours |
| Special target groups | Young people, Youth and students, Singles, Seniors, Families with children, Business people |

Destinations offered

Sustainability coordinator

Devang Menon

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

| Main theme | Criteria | Completed |
|---|----------|-----------|
| 0. Company characteristics | 10 | 10 |
| 1. Sustainability management & legal compliance | 16 | 16 |
| 2. Internal management: social policy & human rights | 22 | 22 |
| 3. Internal management: environment and community relations | 37 | 37 |
| 4. Inbound partner agencies | 7 | 7 |
| 5. Transport | 4 | 4 |
| 6. Accommodations | 11 | 11 |
| 7. Activities | 12 | 12 |
| 8. Tour leaders, local representatives, and guides | 8 | 8 |
| 9. Destinations | 4 | 4 |
| 10. Customer communication and protection | 26 | 26 |





6. Detailed overview

0. Company characteristics

10





Contact details

1

| Action |  |  | Details |
|---------------------------------|---|--|---|
| 0.1. Sustainability coordinator |  |  | Devang Menon Devang.Menon@dtservices.travel +971566159751 |

Organization structure

1

| Action |  |  | Details |
|-------------|--|---|--|
| 0.2. Awards |  |  | No awards relating to sustainability, health and safety, ISO 26001 themes have been received so far. |

Brands, products, and/or services





6

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| Action | ☰ | ☑ | Details |
|---|---|---|--|
| 0.3. Nature of business Please indicate which of the following activities are part of your business. | ✓ | ✓ | Inbound tour operator, Outbound Tour operators, Land transport, Guiding service, MICE |
| 0.4. 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. | ✓ | ✓ | City tour Boat tours |
| 0.5. Passenger number Estimate the number of passengers your company accommodates annually | ✓ | ✓ | 20001 - 50000 |
| 0.6. Tourism types | ✓ | ✓ | Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Round tours |
| 0.7. Target groups | ✓ | ✓ | Young people, Youth and students, Singles, Seniors, Families with children, Business people |
| 0.8. Destinations | ✓ | ✓ | |





Personnel

1

| Action |  |  | Details |
|--------------------------|---|--|----------|
| 0.9. Number of employees |  |  | 26 - 100 |

Public communication

1



| Action |  |  | Details |
|------------------------------------|---|--|---------|
| 0.10. Brands under Travelife scope |  |  | |




1. Sustainability management & legal compliance

16

Engagement of company







3


| 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>✓</p> | <p>✓</p> <p>Devang Menon</p> <p> Sustainability Coordinator Job Description _ DTS Dubai.pdf.pdf</p> |
| <p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p> | <p>✓</p> | <p>✓</p> <p>We make a difference by working together, helping our customers' holiday dreams come true. Together, we ensure that every holiday is THE holiday. The way we treat each other, our customers, and partners, as well as the way we are always there for them makes us unique – all, while embracing our responsibility for the environment and societies we operate in.</p> <p>https://dtservices.travel/about-us/</p> <p>https://dtservices.travel/sustainability/</p> <p>DTS Dubai does not have a private official website. All the DTS DMCs of Dertour group have a single website with exclusive pages for each DMC. Which is: https://dtservices.travel/</p> <p>Our parent company DERTOUR Group create and manages the website of DTS Dubai. https://dtservices.travel/</p> |
| <p>1.3. Trained sustainability coordinator/team</p> | <p>✓</p> | <p>✓</p> <p>Devang Menon</p> |

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|---|--|--|
| <p>The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p> | | <p>Company learning monitor No workshop information for this company</p> <p> Sustainability Management Completion Certificate.pdf</p> <p> Tour Operators and Sustainability Completion Certificate.pdf</p> <p> Travelife Sustainability Manager Certificate.pdf</p> |
|---|--|--|

Social cooperation






3

| Action |   | Details |
|---|---|---|
| <p>1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p> | <p> </p> | <p>We are actively promoting and involving companies which promotes local culture and environment. One of the most associate partner is Platinum Heritage - Dubai's Most Sustainable & Authentic Desert Safari. Please find their link to website here: https://uae.platinum-heritage.com/about-us/sustainable-tourism</p> |
| <p>1.5. 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> </p> | <p>Destination Touristic Services implements several sustainability practices. They integrate sustainability into their trips, promote eco-friendly products, and set standards to protect people, animals, and the environment. They ensure responsible resource use, reduce emissions, and have a Supplier Code of Conduct for human rights and ecological protection. The company is actively working towards complying with international sustainability standards. They also provide customers with tools to reduce carbon footprints through partnerships with climate protection organizations.</p> <p>Please find the details here: https://dtservices.travel/sustainability/</p> |

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|---|----------|---|
| <p>1.6. 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> | <p>✓</p> | <p>— DTS Dubai is not involved in any of above.</p> <p>Have added to action plan as advised.</p> <p>Support for Nature Protection and Community Development</p> <p>Target: Actively support nature protection and community development through partnerships, donations, and staff/client involvement.</p> <p>Actions:</p> <p style="padding-left: 40px;">Partner with local/national sustainability organizations. Facilitate client contributions via donations or optional “eco-contributions.” Organize donation drives for in-kind support. Promote initiatives and report impacts in the annual sustainability report.</p> <p>Responsible: Sustainability Coordinator, Operations and HR Department</p> <p>Timeline: 2024-2026 Resources: Budget allocation, donation, marketing tools Completion Date: 2026-12</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
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Baseline assessment




| Action |  |  | Details |
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| <p>1.7. 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>DTS Dubai is yet to implement a methodology to identify and access sustainability performance of partners. (eg. hotels)</p> <p>Have added the standard in action plan.</p> <p>Enhancing Supply Chain Sustainability</p> <p>Target: Evaluate and improve the sustainability performance of key suppliers.</p> <p>Actions:</p> <p style="padding-left: 40px;">Define and apply sustainability criteria for suppliers. Assess key suppliers regularly and prioritize improvements. Provide feedback and collaborate with suppliers for better practices. Include sustainability requirements in procurement policies. Monitor progress and report in the annual sustainability report.</p> <p>Responsible: Sustainability Coordinator, Procurement Team</p> <p>Timeline: 2025-2027</p> <p>Resources: Evaluation tools, staff training</p> <p>Completion Date: 2027-06</p> <p style="text-align: right;"></p> |

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| | | | Sustainability Action Plan _ DTS Dubai.pdf |
| 1.8. 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). | ✓ | ✓ | The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard. |

Policy

2

| Action | | | Details |
|---|---|---|---|
| 1.9. 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. | ✓ | ✓ | Please find the same attached below.  Sustainability Policy _ DTS Dubai.pdf |
| 1.10. 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). | ✓ | ✓ | https://dtservices.travel/sustainability/ |

Action plan

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| Action | | | Details |
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| <p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p> | <p>✓ ✓</p> | <p>Sustainability Action Plan (2024-2026)</p> <p>Sustainable Development Management and Legal Compliance</p> <p>Target: Full compliance with sustainability management and legal frameworks.</p> <p>Actions: Assign a dedicated Sustainability Coordinator. Update and communicate the sustainability mission to all stakeholders. Conduct a baseline sustainability assessment. Implement a sustainability evaluation system for suppliers. Develop and publish annual sustainability reports.</p> <p>Responsible: Sustainability Coordinator</p> <p>Timeline: 2025-2026</p> <p>Resources: Staff training, communication platforms</p> <p>Completion Date: 2026-12</p> <p>Internal Management: Social Policy and Human Rights</p> <p>Target: Ensure fair treatment and compliance with human rights standards for all employees.</p> <p>Actions: Review and update employment contracts according to legal standards.</p> <p>Responsible: HR Manager</p> <p>Timeline: Ongoing</p> <p>Resources: UAE Labour Law</p> |
|---|------------|---|

Completion Date: 2025-12

Internal Environmental Management

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

Actions:

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

Responsible: HR Manager

Timeline: 2025-2026

Resources: Equipment costs

Completion Date: 2026-08

Transportation

Target:

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

Actions:

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

Responsible: Operations Manager

Timeline: 2025-2027

Resources: Transport upgrades, carbon offsetting

Completion Date: 2027-12

Excursions and Activities

Target: Eliminate environmentally harmful excursions by 2025.

Actions:

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

Responsible: Operations Manager

Timeline: 2025-2026

Resources: N/A

Completion Date: 2025-12

Waste Management

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

Actions:

Implement office recycling and composting systems. Reduce single-use plastics and paper consumption. 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:

Partner with local/national sustainability organizations. Facilitate client contributions via donations or optional “eco-contributions.” Organize donation drives for in-kind support. 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:

Define and apply sustainability criteria for suppliers. Assess key suppliers regularly and prioritize improvements. Provide feedback and collaborate with suppliers for better practices. Include sustainability requirements in procurement policies. 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

Staff Communication on Sustainability

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

Actions:

Share updates via newsletters, intranet, and team meetings. Publish yearly sustainability activity and results updates. Gather staff feedback through surveys or suggestion boxes.

Responsible: Sustainability Coordinator, HR Department

Timeline: 2025-2026

Completion Date: 2026-12

Reducing Disposable and Consumer Goods

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

Actions:

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

Responsible: Sustainability Coordinator, Office Administration

Timeline: 2025-2026

Completion Date: 2026-12

CO2 Emissions Offsetting

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

Actions:

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

Responsible: Sustainability Coordinator, Finance Department

Timeline: 2025-2026

Completion Date: 2026-12

Reducing Water Consumption

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

Actions:

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

Responsible: Sustainability Coordinator, Office Administration

Timeline: 2025-2026

Completion Date: 2026-12

Ink and Toner Cartridge Waste Reduction

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

Actions:

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

Responsible: Office Administration, Sustainability Coordinator

Timeline: 2025-2026

Completion Date: 2026-12

Measuring and Reducing Travel Emissions

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

Actions:

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

Responsible: Sustainability Coordinator, HR Department

Timeline: 2025-2026

Completion Date: 2026-12

Encouraging Sustainable Transport for Employees

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

Actions:

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

Responsible: HR Department, Sustainability Coordinator

Timeline: 2025-2026

Completion Date: 2026-12

Sustainable Accommodations Policy

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

Actions:

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

Responsible: Sustainability Coordinator, Contracting Team

Timeline: 2025-2026

Completion Date: 2026-12

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:

Include clauses in supplier contracts prohibiting child labor below the legal working age of 14. Require suppliers employing children under 14 (if legally permissible) to demonstrate compliance with special safeguarding conditions. Conduct regular audits of accommodations to verify adherence to child protection policies. Provide training for suppliers on respecting and safeguarding children's rights. 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

Improving Excursion Sustainability

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

Actions:

Establish sustainability criteria for excursions (e.g., eco-friendly transport, local community involvement, wildlife protection). Audit current excursions to assess their

environmental, cultural, and social impact. Collaborate with excursion providers to adopt sustainable practices. Prioritize excursions that support local communities and conservation efforts. Promote sustainable excursions to clients through marketing materials. Monitor and report on the progress of sustainability improvements annually.

Responsible: Sustainability Coordinator, Excursion Team

Timeline: 2025-2026

Completion Date: 2026-12

Sustainable Destination Selection

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

Actions:

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

Supporting Local Producers and Accommodations

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

Actions:

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

Responsible: Sustainability Coordinator, Procurement Team

Timeline: 2025-2026

Completion Date: 2026-12

Strengthening Local Supply Chains

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

Actions:

Identify and promote partnerships between accommodations and local producers. Encourage the use of locally sourced food and souvenirs. Support initiatives to improve product quality, logistics, and transport. Facilitate training for local producers on sustainable practices. 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.


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| | | <p>Annual audits to ensure targets are being met.</p>  Sustainability Action Plan _ DTS Dubai.pdf |
| <p>1.12. 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>✓ ✓</p> | <p>Staff Involvement in the Development and Implementation of the Sustainability Action Plan</p> <p>At Destination Touristic Services Dubai, staff members have played an integral role in both the development and implementation of the sustainability action plan. From the initial stages, the Sustainability Coordinator collaborated with various departments to ensure their input and expertise were considered. Regular brainstorming sessions were held with key staff members across different functions—such as Operations, HR, and Tours—to identify areas of improvement and specific actions that could contribute to the company's sustainability objectives.</p> <p>Each department contributed unique insights based on their operational realities, ensuring that the action plan was not only ambitious but also practical and achievable. This cross-functional collaboration fostered a sense of ownership and accountability among the staff, with department heads taking the lead in developing relevant tasks and timelines.</p> <p>Furthermore, during the implementation phase, staff members are directly involved in the execution of sustainability actions relevant to their roles. For example:</p> <p style="padding-left: 40px;">HR is responsible for rolling out training and updating contracts to align with human rights and labor standards. Operations oversees the reduction of energy and water usage within the office, while also managing sustainable transport solutions. Tour guides and local representatives are trained to communicate sustainability practices to clients and ensure sustainable excursion offerings.</p> <p>Regular training sessions and internal communications (via meetings, and workshops) keep staff informed and engaged. Additionally, periodic feedback is collected from employees to refine the action plan and make improvements based on their frontline experiences. This</p> |

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| | | <p>iterative process ensures that staff members remain actively involved and committed to the company's long-term sustainability goals.</p> <p>Please find the attached email screenshot.</p>  8.4 Sustainability policy _ Email Screenshot..png |
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Monitoring and evaluation

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| Action |  |  | Details |
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| <p>1.13. 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>Yes. Please find the attached email screenshot as evidence and the certificates attained.</p>  The code _ Certicate.pdf  8.4 Sustainability policy _ Email Screenshot..png |
| <p>1.14. 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>We are yet to implement the above communications.</p> <p>Have added the standard to action plan:</p> <p>Staff Communication on Sustainability</p> |

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| | | <p>Target: Keep staff regularly informed about sustainability policies and progress.</p> <p>Actions:</p> <p style="padding-left: 40px;">Share updates via newsletters, intranet, and team meetings. Publish yearly sustainability activity and results updates. Gather staff feedback through surveys or suggestion boxes.</p> <p>Responsible: Sustainability Coordinator, HR Department Timeline: 2024-2026 Completion Date: 2026-12</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
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External reporting and communication

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| Action | | | Details |
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| <p>1.15. Travelife reporting The company reports its progress via Travelife at least every two years.</p> | ✓ | ✓ | <p>We are getting started with travelife sustainability program and is going to be the first year to show the progress via the platform.</p> |
| <p>1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p> | ✓ | ✓ | <p>https://dtservices.travel/sustainability/</p> <p>DTS Dubai, does not have an exclusive website. We have a single website (given above) with dedicated pages for each DMC operating in each country. Moreover this is going to be our first year working with Travelife.</p> <p>Once we proceed and implement as per the action plan. We will notify our parent company our sustainability principles and results and will request to upload in our webpage.</p> |





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2. Internal management: social policy & human rights



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Social policy and human rights




19






| Action |  |  | Details |
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| <p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p> |  |  | <p>In the UAE, including Dubai, trade union activities and collective bargaining as they are commonly recognized in other countries are limited and not legally sanctioned. The UAE does not have legislation that formally allows for trade union formation, membership, or collective labor negotiations. Here's an overview of the key aspects:</p> <p>Trade Unions: Trade unions in the conventional sense do not exist in the UAE. UAE labor law does not allow for formal trade union organization or affiliation. Workers and employees cannot form trade unions to collectively negotiate with employers.</p> <p>Employee Representation: Although trade unions are restricted, the UAE has provisions that ensure basic worker rights, such as prohibiting forced labor, protecting against discrimination, and setting limits on working hours. For issues concerning workplace grievances, employees can approach the Ministry of Human Resources and Emiratisation (MOHRE) or the Dubai International Financial Centre (DIFC) Authority for mediation, depending on where they are employed. However, this approach is primarily government-mediated rather than employee-led.</p> <p>Dispute Resolution: The UAE labor laws emphasize dispute resolution through the MOHRE, where employees can raise complaints and seek arbitration for grievances or labor disputes. The DIFC has its own employment regulations that provide a structured dispute resolution framework for employees within its jurisdiction.</p> <p>Employee Welfare Committees: In some cases, the government has permitted the formation of welfare committees within companies, particularly in large corporations with multinational workforces. These committees allow employees to discuss concerns</p> |



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| | | <p>with management but do not have the same bargaining power as trade unions.</p> <p>For companies operating in the UAE, it is essential to comply with labor laws, including MOHRE regulations, which outline rules for employment contracts, working hours, wages, termination, and other labor standards. However, businesses should be aware that standard labor union practices and collective bargaining are not part of the regulatory landscape.</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>✓ ✓</p> | <p>In the UAE, there is no sector-wide or national collective labor agreement system as seen in some other countries. The UAE operates under federal labor laws, which are established by the Ministry of Human Resources and Emiratisation (MOHRE). These laws cover key employment conditions such as wages, working hours, overtime, leave entitlements, and end-of-service benefits. Therefore, companies in the UAE typically do not participate in a collective bargaining process or sector-wide labor condition negotiations.</p> <p>Instead, companies in the UAE must adhere to federal labor regulations as outlined in the UAE Labor Law (Federal Law No. 33 of 2021 on the Regulation of Labour Relations), which governs employee rights and employer responsibilities. While employees and employers in the UAE can negotiate individual terms within employment contracts, they are still bound by the minimum standards set by the law. However, in cases where specific economic zones exist, such as the Dubai International Financial Centre (DIFC), additional labor regulations may apply, though they are still not the equivalent of collective labor agreements.</p> <p>Thus, the statement does not directly apply to companies operating in the UAE.</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>✓ ✓</p> | <p>In Dubai, labor regulations under the UAE Labor Law (Federal Decree-Law No. 33 of 2021) support the principle that employees have the freedom to enter and leave employment, provided they follow certain contractual and legal obligations.</p> <p>Termination by Employee (Article 45): This article of the law allows employees to resign at any time by giving the notice period required by their employment contract</p> |


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| | | <p>(typically 30 days but can vary). Employees may leave employment without penalties as long as they respect their contractual obligations, such as the notice period.</p> <p>End of Contract Without Penalty: UAE Labor Law does not allow employers to penalize employees simply for choosing to leave their job. Instead, it mandates specific processes, such as honoring the notice period and fulfilling any outstanding dues or obligations. If these conditions are met, there is no penalty on the employee for leaving their job.</p> <p>Fixed-term vs. Unlimited Contracts: Previously, fixed-term contracts had specific restrictions regarding early termination, but with recent reforms, there is more flexibility. Both types of contracts now allow employees to leave as long as they provide the agreed-upon notice and meet any end-of-service benefit requirements.</p> <p>Please find attached employment contract.</p> <p> Employment Contract .pdf.pdf</p> |
| <p>2.4. HR Manual The company has a written Human Resource policy.</p> | <p>✓</p> | <p>— Please find the attached HR policy of Destination Touristic Services Dubai for review and reference.</p> <p> HR Policy.pdf</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>✓ Please find attached employment contract.</p> <p>At Destination Touristic Services Dubai, we ensure compliance with UAE labor laws by providing all employees with comprehensive employment contracts. These contracts outline clear labor conditions and detailed job descriptions, fostering a transparent and fair workplace environment. We are committed to upholding high standards of employment practices that</p> |

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| | | <p>promote clarity and mutual respect in our organization."</p> <p>This reflects professionalism and emphasizes both compliance and commitment to fair practices. Please find the attached contract for your kind reference.</p>  Employment Contract .pdf.pdf |
| <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>Destination Touristic Services Dubai is committed to maintaining fair and competitive employment standards, ensuring that all team members receive compensation that is aligned with or exceeds the legal minimum wage requirements. We recognize the importance of providing a living wage that meets the financial needs of our employees, supporting not only their professional growth but also their personal well-being. This commitment reflects our dedication to fostering a positive and sustainable work environment in line with UAE regulations and industry best practices.</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>Destination Touristic Services Dubai provides compensatory time off for any additional hours or days worked beyond regular schedules. Overtime is compensated through time off in lieu, unless specific conditions related to overtime have been mutually agreed upon. Eg. For drivers and guides overtime is compensated through payment. A documented formal policy does not exist.</p> |
| <p>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.</p> | <p>✓ ✓</p> | <p>Destination Touristic Services Dubai provides high-quality health insurance to its employees, going beyond the basic requirements where possible. Since health insurance in Dubai is generally mandatory for all employers, the company ensures coverage that meets or exceeds the legal minimums, prioritizing comprehensive health benefits to support employees' well-being fully. The government mandates some foundational aspects, but the company takes further steps to provide a robust level of care through its insurance offerings. Please find the attached insurance policy document attached for your reference.</p> |

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| | | |  Insurance Card.pdf |
| 2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents). | ✓ | ✓ | <p>The above scenario is not applicable. The employees can utilize the medical insurance provided by the company.</p> <p>Insurance Provider : Mednet (Metlife)</p> <p>Insurance Type: ML- Blue</p> |
| 2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements). | ✓ | ✓ | <p>Employees of Destination Touristic Services Dubai are entitled to a fixed yearly paid holiday, in full compliance with legal requirements. The same is stated in the offer letter and contract. For every 12 months of continuous service, the employee will receive 30 days of paid holidays along with allowance for flight tickets.</p> <p>Please find the attached employment contract. Also the official offer letter is attached for your reference.</p>  Employment Contract .pdf.pdf  Offer Letter.pdf |
| 2.11. 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>Yes, at Destination Touristic Services Dubai, employees are entitled to sick leave in line with national legal requirements. The company provide paid sick leaves. For sick leave taken for more than 5 days a medical certificate from the doctor shall be presented.</p> |




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| <p>2.12. 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>✓</p> | <p>Please find the attached documnet with thehealth, safety and crisis management policy for review and reference.</p> <p> First AID Kit _2_.jpeg</p> <p> First Aid Kit.jpeg</p> |
| <p>2.13. 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>✓</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we are committed to fostering a workplace that promotes equal opportunities for all individuals. We ensure that all employees and potential employees are treated fairly, without discrimination, in all aspects of recruitment, employment conditions, access to training, career progression, and advancement. Our policies are designed to prevent any form of discrimination based on residency status, gender, race, age, disability, ethnicity, religion or beliefs, sexual orientation, or any other characteristic. We believe in creating an inclusive environment where everyone has the opportunity to thrive, grow, and contribute to the success of the company.</p> <p>Please find the attached HR policy, employment contract and offer letter.</p> <p> HR Policy.pdf</p> <p> Employment Contract .pdf.pdf</p> <p> Offer Letter.pdf</p> |
| <p>2.14. 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</p> | <p>✓</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we strictly adhere to national regulations and international standards regarding child labor. The company does not employ individuals who are 14 years old or younger to perform work that is typically undertaken by adults. Furthermore, we comply with all applicable laws concerning the employment of minors, ensuring that any work undertaken by children within the business follows specific working times and conditions in accordance with national labor laws and the UN Convention on the</p> |


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| <p>exceptions under the ILO convention 138.</p> | | <p>Rights of the Child. We also align with the exceptions outlined under ILO Convention 138, prioritizing the protection of young workers in all instances.</p> |
| <p>2.15. 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>✓</p> | <p>— Please find the attached for reference and review.</p> <p> Complaints Procedure.pdf</p> |
| <p>2.16. 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.</p> | <p>✓</p> | <p>— Employees can approach their department head/manager or HR manager directly or send an email to address the situation/issues. Upon receiving an email they will investigate the matter and review the points and clarification raised by party or parties involved and will take the action.</p> <p>Once the concern is made, the employee will be asked to formally notify the HR. Proper ongoing email updates will be in place until the issue is resolved.</p> |
| <p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p> | <p>✓</p> | <p>— Disciplinary measures align with national legislation. Investigation processes include confidentiality and fair treatment. Outcomes may include warnings, suspension, or dismissal, depending on the issue's severity. Uploading the HR policy for your review.</p> <p> HR Policy.pdf</p> |
| <p>2.18. Persons with special needs The company employs persons with special needs</p> | <p>✓</p> | <p>— The company as of now have not employ a person with special needs.</p> |

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| <p>2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p> | <p>✓ —</p> | <p>Please find the attached for reference and review.</p> <p> 2.19 Measuring employee satisfaction .pdf</p> |
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Training and education

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| Action |   | Details |
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| <p>2.20. 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).</p> | <p>✓ —</p> | <p>Please find the attached document for reference and review.</p> <p> 2.20 Health and safety .pdf</p> |
| <p>2.21. 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.</p> | <p>✓ —</p> | <p>Attaching the latest certificate of our last training for your reference.</p> <p>We are committed to the professional development of all employees through:</p> <p>Regular Training: Role-specific sessions on customer service, safety, and industry tools.</p> <p>Education Support: Encouragement for certifications, courses, and higher education with flexible hours and financial assistance when applicable.</p> <p>On-the-Job Learning: Hands-on experiences to deepen operational and cultural understanding.</p> <p>Mentorship: Peer learning and mentorship programs to foster collaboration and knowledge sharing.</p> <p>Career Development: Mapped pathways with training linked to career goals.</p> |




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| | | <p>Feedback: Regular assessments to identify areas for improvement and training needs.</p> <p>Leadership Training: Programs for aspiring leaders to build management and strategic skills.</p> <p>52</p> <p> The code _ Certicate.pdf</p> |
| <p>2.22. Trainee positions Traineeships/Internships are offered to students.</p> | <p>✓ —</p> | <p>We have not yet offered traineeships and Internships yet.</p> <p>0</p> |

3. Internal management: environment and community relations





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Procurement

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| Action |  |  Details |
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| <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>✓</p> | <p>— Have added this standard to action plan.</p> <p>While there is no fixed procedure to monitor this, the management actively encourage to use less papers by communicated via electronic means such as emails and via shared file.</p> <p>Reducing Disposable and Consumer Goods</p> <p>Target: Actively measure and reduce the use of disposable and consumer goods, especially paper.</p> <p>Actions:</p> <p>Monitor and track paper and consumable usage monthly. Promote digital workflows to minimize paper use. Implement double-sided printing and reuse scrap paper for internal use. Set reduction targets and communicate progress to staff.</p> <p>Responsible: Sustainability Coordinator, Office Administration Timeline: 2025-2026 Completion Date: 2026-12</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |



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| <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>✓</p> | <p>Destination Touristic Services Dubai</p> <p>Purchasing Policy</p> <p>Objectives:</p> <p>To prioritize the procurement of sustainable products and services that align with our environmental goals. To support local, fair trade, and organic suppliers, ensuring ethical sourcing practices. To reduce the carbon footprint of our operations by choosing low-carbon and eco-labelled products. To promote the use of FSC-labelled materials and products, reinforcing our commitment to responsible forest management and biodiversity preservation. To integrate sustainability considerations into all purchasing decisions, including building materials, capital goods, food, beverages, and consumables.</p> <p>Limitations:</p> <p>The policy is subject to the availability and quality of sustainable products in the market. Cost considerations may impact the extent to which sustainable products can be sourced, particularly in cases where alternatives are significantly more expensive. The selection of sustainable products will be balanced with the practical needs of operations to ensure functionality and efficiency.</p> <p>Recent Implementations:</p> <p>Sourcing locally produced goods: We recently partnered with a local supplier for eco-friendly office consumables, reducing the carbon footprint of shipping and supporting the local economy. Food and beverages: For our employee events, we switched to organic, fair-trade certified beverages and snacks, aligning with both our sustainability goals and the well-being of our team. Building materials: During a recent office renovation, we opted for FSC-certified wood and low-VOC paints to ensure our building materials were sourced responsibly and did not contribute to indoor air pollution.</p> |
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| | | <p>This purchasing policy is fully integrated into our broader sustainability strategy, which also encompasses waste reduction, energy efficiency, and ethical labor practices.</p> <p>Please find the Sustainability policy attached for reference. It includes remarks mentioning the practice of purchasing supplies keeping sustainability in focus.</p>  Sustainability Policy _ DTS Dubai.pdf |
| <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>✓ ✓</p> | <p>At Destination Touristic Services Dubai, we prioritize sourcing the most sustainable paper options available in the UAE to align with our sustainability goals. Our first choice is always recycled paper, as it minimizes environmental impact by reducing waste and conserving natural resources. When recycled options are not available locally, we opt for FSC-certified paper, which assures that it comes from responsibly managed forests, balancing ecological, social, and economic factors.</p> <p>If neither recycled nor FSC-certified paper is accessible, we select paper produced in factories adhering to sustainable practices, focusing on lower carbon footprints and minimal environmental impacts. We assess the credentials of our suppliers to ensure that our choice remains the most sustainable option in the region, with the goal of transitioning to fully recycled sources as they become more widely available locally.</p>  Paper being used.jpeg |
| <p>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.</p> | <p>✓ ✓</p> | <p>Yes the printing machines are set by default to double sided printing and grayscale mode. Please find the attached printer photo and default setting screenshot.</p>  Printer Photo _2_.jpeg  Printer Photo _1_.jpeg |

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| | | |  Printer Default Setting.png |
| 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 don't provide coffee or tea in the office. |
| 3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available. | ✓ | — | The cleaning materials in our office may not fully meet all criteria, such as being non-hazardous, non-eutrophic, biodegradable, and eco-labelled, due to the same being purchased and stored by our office building cleaning staffs. Attaching picture of one of the cleaning product we use showing its ingredients as well.  Cleaning material _2_.jpeg  Cleaning material.jpeg |

Paper (promotional materials)





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| Action |  |  | Details |
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| 3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS). | ✓ | ✓ | We don't print any promotional materials. |
| 3.8. 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 | ✓ | ✓ | We do not print any promotional materials. We share the same via electronics means. |


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| costs). | | | |
| 3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis. | ✓ | ✓ | Since Destination Touristic Services Dubai operates on an Internet-only policy for promotional materials, the company avoids overproduction and unnecessary resource usage associated with printed brochures. By using digital platforms like WhatsApp and email, you effectively manage supply and demand without needing a stock management system for physical items, making the process more sustainable and efficient. If you need more detailed insights on this digital approach or want to highlight its impact on sustainability practices, let me know, and I can provide more information or additional analysis. |












Energy

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| Action |  |  | Details |
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| 3.10. 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. | ✓ | ✓ | Our energy reduction policy at Destination Touristic Services Dubai is centered on actively monitoring and minimizing energy consumption throughout our operations. We regularly assess and track energy usage, identifying areas where efficiency can be improved. When we identify measures with a reasonable return on investment, we incorporate them into our energy management plan and implement them promptly. This approach helps us to consistently reduce energy usage while balancing operational needs and sustainability goals.  Dec Electricity Bill.pdf  Nov Electricity Bill.pdf |
| 3.11. Monitoring energy consumption and sources | ✓ | ✓ | We rent the office. |










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| <p>Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p> | | |
| <p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p> | <p>✓ ✓</p> | <p>We have rented our office space. However please find information about the electricity used below.</p> <p>In Dubai, the Dubai Electricity and Water Authority (DEWA) is the primary provider of electricity. DEWA's electricity production relies on a mix of natural gas as its primary energy source and increasingly integrates renewable energy sources, primarily solar power.</p> <p>Key components of DEWA's electricity production:</p> <p>Natural Gas: Historically, natural gas has been the main source for power generation, given its availability and efficiency. This is still the primary fuel for DEWA's electricity generation but with a growing commitment to reduce dependence on fossil fuels.</p> <p>Renewable Energy (Solar): DEWA is heavily investing in renewable energy, especially solar power, to diversify its energy mix. The Mohammed bin Rashid Al Maktoum Solar Park is a significant project in Dubai's renewable energy landscape, aiming to be one of the largest solar parks in the world. The goal is to generate 25% of Dubai's energy from clean sources by 2030 and 100% by 2050.</p> <p>Energy Efficiency Initiatives: DEWA actively promotes energy conservation and efficiency among consumers, encouraging the use of energy-efficient appliances, water-saving devices, and rooftop solar installations (Shams Dubai initiative).</p> <p>Sustainability and Clean Energy Goals: Aligned with Dubai's vision for a sustainable future, DEWA's long-term goal is to transition to a sustainable, clean energy model through various projects, such as green hydrogen production, smart grid implementation, and electric vehicle charging stations.</p> |

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| <p>3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p> | <p>✓ —</p> | <p>We have rented the office space and previous answers were not applicable.</p> <p>Have added the standard to action plan as advised.</p> <p>CO2 Emissions Offsetting</p> <p>Target: Offset CO2 emissions from fossil energy used in offices.</p> <p>Actions:</p> <p>Calculate office CO2 emissions from energy use annually. Neutralize emissions. Educate staff on the importance of emissions offsetting. Include offsetting achievements in sustainability reports.</p> <p>Responsible: Sustainability Coordinator, Finance Department Timeline: 2025-2026 Completion Date: 2026-12</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>3.14. 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>✓ —</p> | <p>Destination Touristic Services Dubai uses energy-efficient lighting across at least 75% of its premises, including outdoor areas and parking spaces. The types of light bulbs used include class A options, such as Compact Fluorescent Lamps (KLLs), Light Emitting Diodes (LEDs), and fluorescent T-8 or T-5 tubes.</p> |
| <p>3.15. 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>Destination Touristic Services Dubai’s "switch-off" policy mandates that all equipment, including air conditioning, is turned off—rather than placed in sleep mode—after office hours and during lunch breaks whenever feasible. This guideline, outlined in formal internal documents and the company’s code of conduct, reflects our commitment to reducing energy consumption as part of our sustainability practices.</p> |




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| | | |  3.15 Equipment "switch_off" policy.pdf |
| 3.16. Light "switch-off" policy Office lights are switched off after office hours. |  |  | Destination Touristic Services Dubai follows a "switch-off" policy, formally outlined in internal policy documents and the company code of conduct, which requires that all office lights be switched off after office hours. This measure supports the company's energy conservation efforts and aligns with its commitment to sustainability. |
| 3.17. 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). |  |  | Destination Touristic Services Dubai prioritizes energy-efficient equipment like computers, printers, and air conditioning units. Purchases, such as energy-saving printers and efficient air conditioners were evaluated based on energy ratings, cost, and return on investment. Please find the image of the printer and details about its energy equipments.  Printer 1.jpeg  Printer 2.jpeg  Printer 1 Photo.jpeg |
| 3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode. |  |  | Yes, wherever applicable the equipments are turned off or set to energy saving mode. The above applies to desktop, air conditioning, lights, printers etc. We have a informally addressed and notified the employees as well as there is a company policy for the same. Please find the same attached.  3.15 Equipment "switch_off" policy.pdf |




Water


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| Action |  |  | Details |
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| <p>3.19. 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.</p> |  |  | <p>At this time, Destination Touristic Services Dubai does not have a formal water reduction policy in place. However, we are committed to improving our sustainability efforts and recognize the importance of water stewardship. In the future, we plan to develop and implement a water reduction policy that will include measurable goals for reducing water consumption across our operations. This policy will be based on a thorough water risk assessment, with specific context-based goals, particularly for areas identified as high water risk. We will work towards identifying opportunities for water conservation and sustainable usage, aligning with our broader sustainability strategy.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>3.20. 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.</p> |  |  | <p>We have rented the space of a commercial building which has a centralized water meter which we don't have access to.</p> |
| <p>3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets</p> |  |  | <p>We have rented the space of a commercial building which has a centralized water distribution system.</p> |

Waste management

| Action |  |  | Details |
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| <p>3.22. 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.</p> | ✓ | ✓ | <p>Destination Touristic Services Dubai complies with all national legislation concerning waste disposal, with no known non-compliances. Waste is managed through a centralized system operated by the building management of our rented office space, which coordinates collection and disposal through the Dubai Municipality Waste Disposal System. This process ensures waste disposal has no adverse effects on the local population or environment.</p> |
| <p>3.23. 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).</p> | ✓ | ✓ | <p>Destination Touristic Services Dubai has established a comprehensive solid waste reduction and recycling policy, aimed at minimizing non-reusable and non-recyclable waste. This policy includes specific, measurable goals to ensure that waste is reduced at all levels of operation. Key initiatives include:</p> <p>Reusing and Recycling Materials: Commonly used items, such as coffee cups, are reused or recycled whenever possible to reduce waste generated from single-use items.</p> <p>Efficient Printing Practices: The company promotes double-sided printing, significantly decreasing paper consumption and waste output associated with office activities. Bulk Purchasing: To minimize packaging waste, the company prioritizes bulk purchasing, which reduces the number of individual packaging items that enter the waste stream.</p> <p>These initiatives are part of a larger commitment to sustainability, with the aim of systematically decreasing the environmental impact of company operations.</p> <p>Have uploaded the pictures of double sided papers to show our printing practices and we use the cardboard box for packaging purposes rather than purchasing new boxes.</p> <p> Cardboard Box.jpeg</p> |

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| | | |  Double Sided printing.jpeg |
| <p>3.24. 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>✓</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we have effectively eliminated the use of packaging materials by choosing not to provide any packable products to clients or business relations. Instead of physical items such as brochures or gifts, we focus exclusively on digital communication channels to share information. This includes using WhatsApp, email, and our website for all client interactions and informational needs.</p> <p>As we do not provide any physical products, there is no need for packaging materials, whether recyclable, biodegradable, or otherwise. This approach aligns with our commitment to sustainability, minimizing waste, and reducing our environmental footprint by eliminating the need for packaging altogether.</p> |
| <p>3.25. 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>✓</p> | <p>—</p> | <p>At Destination Touristic Services Dubai, we prioritize reducing the use of single-use plastic bottles in our office. To achieve this, we provide filtered water dispensers that offer accessible drinking water for all employees. By offering refillable water options, we significantly minimize the need for non-refillable plastic bottles.</p> <p>Our filtered water dispensers are maintained to ensure high-quality drinking water, promoting sustainable office practices and reducing plastic waste as part of our broader environmental initiatives.</p>  Water dispenser 1.jpeg  Water dispenser 2.jpeg |

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| <p>3.26. Reuse / recycling of waste</p> <p>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>✓</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we actively participate in waste separation for materials that can be recycled or reused, aiming to minimize our environmental footprint. Our office primarily recycles paper, plastic, and metal waste, which are collected and disposed of through the centralized waste disposal system managed by our building. The building management works in coordination with the Dubai Municipality Waste disposal team, which ensures proper recycling practices.</p> <p>Currently, glass, organic waste, and hazardous waste are not separated for recycling. This is due to limited recycling infrastructure for these materials in our specific office setup and the building's centralized disposal system, which does not yet accommodate these categories. We continue to work within the available infrastructure and monitor local options for expanding our recycling practices as opportunities arise.</p> |
| <p>3.27. Toner/ink</p> <p>When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p> | <p>✓</p> | <p>—</p> | <p>Destination Touristic Services Dubai disposes of ink and toner cartridges after use, rather than refilling or recycling them. Although waste-reducing methods like recycling or refilling are considered ideal, they are not currently implemented at our company. Instead, cartridges are replaced with new ones as needed.</p> <p>Since we don't engage in refilling or recycling practices, there are no specific invoices or contracts related to these activities. The cartridge purchases, however, are documented through invoices from our suppliers, covering the cost of new cartridges upon replacement.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>3.28. Recycling of batteries</p> <p>Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p> | <p>✓</p> | <p>✓</p> | <p>Since there is negligible use of batteries at Destination Touristic Services Dubai and most equipment is electrically powered, battery recycling is not applicable in this case. If any batteries were to be used, we would ensure compliance with local recycling practices if available.</p> |

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Reducing pollution



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| Action | | | Details |
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| <p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p> | | | Wastewater, including grey water, is disposed of through the centralized system managed by the building management of the rented office space. The waste is collected and treated by the Dubai Municipality Waste disposal team, ensuring compliance with national legislation. As the system is managed by the local authorities, it can be assumed to be sustainable and properly regulated, as this falls under government oversight. Therefore, the disposal of wastewater is handled in accordance with national standards. |
| <p>3.30. 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.</p> | | | In addition to cleaning materials, Destination Touristic Services Dubai does not use any harmful chemicals or substances. The company ensures that any materials used in its operations, such as office supplies or maintenance-related products, are either non-toxic or sustainably sourced. When necessary, the company adheres to strict sustainability practices, including substituting harmful substances with safer alternatives, in line with its commitment to minimizing environmental impact. |

Mobility

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| <p>3.31. 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.</p> | <p>✓ —</p> | <p>Destination Touristic Services Dubai does not have a sustainability mobility policy for staff related travel, nor does it provide travel cost support for commuting or promote public and more sustainable transport through a reimbursement policy.</p> |
| <p>3.32. 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.</p> | <p>✓ —</p> | <p>Destination Touristic Services Dubai does not measure staff-related business travel (type, distance), calculate carbon or Greenhouse Gas emissions, or have measures in place to reduce and offset emissions, including for air transport. Additionally, the company does not have a large number of employees traveling for business.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p> | <p>✓ —</p> | <p>As mentioned earlier, Destination Touristic Services Dubai does not currently offset carbon or Greenhouse Gas emissions from staff-related travel.</p> |
| <p>3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p> | <p>✓ ✓</p> | <p>Destination Touristic Services Dubai does not compensate staff for home-work related transport (commuting) costs and does not provide incentives for using sustainable transport options such as public transport or bicycling. The company does not have a staff sustainability award in place either as of now.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |

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| <p>3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we focus on reducing transport-related impacts by encouraging flexible work arrangements. This includes:</p> <p>Tele-work: Employees are given the option to work from home, which reduces the need for daily commuting and its associated environmental impacts.</p> <p>Tele/video meetings: We promote the use of digital communication tools for meetings, such as video calls and teleconferences, which minimize the need for in-person meetings and reduce travel-related emissions.</p> <p>Work-at-home policies: These policies further support employees in working remotely when possible, ensuring that the company continues to operate efficiently without the environmental cost of travel.</p> <p>Together, these measures help reduce the carbon footprint related to transport by minimizing the need for physical presence and travel.</p> |
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Sustainability training and awareness raising





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| Action |  | Details |
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| <p>3.36. 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 environmental practices, including water, energy saving, paper, and waste issues.</p> | <p>✓</p> | <p>At Destination Touristic Services Dubai, we periodically inform and encourage all staff members, including field staff, about their roles and responsibilities concerning environmental practices. While we do not have formal training sessions in place, we maintain an ongoing culture of awareness and responsibility. Here are some examples of how we implement this:</p> <p>Regular Reminders: We send out periodic emails and messages (via WhatsApp) to remind staff about best practices related to water conservation, energy saving, and waste management. For example, we might share tips on how to minimize water use in the office or encourage turning off lights and equipment when not in use. Peer Learning:</p> |

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| | | <p>Employees are encouraged to share experiences or tips with each other. For instance, when field staff observe eco-friendly practices at local tourist destinations, they are encouraged to bring these ideas back to the office and discuss them informally.</p> <p>Incentivizing Actions: We regularly highlight positive examples of sustainability practices in internal communications. If a team member comes up with a creative solution to reduce paper usage or energy consumption, it is shared and appreciated by the whole company. Environmental Reminders at Meetings: During staff meetings or briefings, we occasionally take a moment to reinforce key sustainability practices. For example, reminding everyone of our policy to use double-sided printing or asking everyone to ensure office lights are off during lunch breaks. Guidelines for Field Staff: We provide field staff with simple guidelines that align with our sustainability goals. These might include recommendations on reducing waste while on tours, choosing eco-friendly transport options, and minimizing water use in field operations.</p> <p>Through these ongoing informal communications and encouragement, we aim to keep sustainability at the forefront of our company culture.</p> |
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Land use and community relations

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| Action |  |  | Details |
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| <p>3.37. 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> |  |  | <p>We do not own the office. It is rented in an office space of a commercial building.</p> |

4. Inbound partner agencies

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Inbound partner agencies

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| Action |  |  | Details |
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| 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. |  |  | Since Destination Touristic Services Dubai collaborates exclusively with excursion providers and transport companies, and not with inbound receptive partner agencies, the policy requirement to improve the sustainability of key inbound partner agencies does not apply. Therefore, this section is marked as "N/A" because we have no inbound/receptive partner agents in our business operations. |
| 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.). |  |  | |
| 4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies. |  |  | |

Specific conditions

3

| Action |  |  | Details |
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| 4.5. Contracts Written contracts with partner agencies are in place. | ✓ | ✓ | |
| 4.6. 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). | ✓ | ✓ | |
| 4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees. | ✓ | ✓ | |

5. Transport

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Selecting transport suppliers



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| Action | | | Details |
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| <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>Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.</p> |
| <p>5.2. 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>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> |

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| <p>5.3. 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> | <p>✓</p> | <p>— In order to limit the number of individual vehicles for transfers DTS Dubai wants to motivate clients to book an attractive SIC (Seat In Coach) group transfer. Like this clients are encouraged to book group transfers rather than individual transfers. In this way there is send one coach for a transfer which drops all the clients on the way.</p> <p>The same is done with excursions, as the DTS Dubai encourage group tours rather than private tours.</p> <p>We are able to offer and encourage SIC basis transfers in our local sale. It is done by our hotel representatives after the guests arrive in UAE. Some guests will only book hotel and not excursions. In these cases, our representatives will sell them the services.</p> |
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Sustainable packages

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| Action |  |  Details |
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| <p>5.4. 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>✓</p> | <p>— While we don't have a specific package displayed online. We promote sustainable tours in local sales and group tours.</p> <p>One of them would be: https://uae.platinum-heritage.com/heritage-safari</p> |



6. Accommodations

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Accommodations

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| Action | | Details |
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| <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>✓</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> |

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| | | <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>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>Will add the same to action plan.</p> <p>Please find the list of hotels certified for sustainability by Dertour attached.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> <p> List of hotels to be Certified for Sustainability.xlsx</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) contracters purchase accommodations towards the group goals of the DTG and so all contracters communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. (See workshop material enclosed)</p> |

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| | | <p>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |
| <p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travezyst) 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>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>9</p> |

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| <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>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |
| <p>6.5. 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>✓ ✓</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>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |

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| <p>6.6. 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>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.EAIAIqObChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE</p> <p>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |
| <p>6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green</p> | ✓ | ✓ | <p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |

logos/indications).

@DMCs: Concerning your third party business: Please declare your DMC's answer separately.

Remark to DMC's client DER Touristik Germany:

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):

<https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023>

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.

The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.

Specific conditions

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| Action | | | Details |
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| <p>6.8. 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</p> |

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| | | <p>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>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>We are not employing children under age of 14.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>6.9. Accommodations respecting and featuring local architecture,</p> | <p>✓ ✓</p> | <p>The DMC-Network does not initially decide on any purchasing actions of DER Touristik</p> |

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| <p>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>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 accommocations tend to be a more modern architechure also to use the property of the accommodation in the most efficient and adequate way.</p> <p>DTS Dubai being the member of the DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> |
| <p>6.10. 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 integegration 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</p> |

form the foundation for our daily actions and apply to all employees including managers and directors.

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.

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/>



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.

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).

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."

https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf

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

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| | | <p>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>Dertour has a guideline which is shared with DTS Dubai for following. Please find the same attached. Please also find the certificate after completing the training for child safeguarding by DTS staff.</p> <p> DTG_ChildSafeguarding_Guideline_EN_2023.pdf</p> <p> The code _ Certicate.pdf</p> |
| <p>6.11. Local communities resources</p> <p>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</p> |

standards Service providers shall comply with national laws, regulations and standards relating to protection of the environment.

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.

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

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.

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.

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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.

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).

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7. Activities

12


Activities

5

| Action | | | Details |
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| <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>Destination Touristic Services Dubai currently does not offer environmentally or culturally sensitive excursions to clients, either directly or through local partners. This is a deliberate choice, given the company's focus on sustainable and responsible tourism practices. While sustainability remains a core value, the company has chosen to limit its excursions to those that do not involve sensitive natural or cultural areas, avoiding activities that could potentially impact fragile ecosystems or cultural heritage sites.</p> |
| <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 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</p> |



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| | | <p>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>We have not handled any sustainable excursion.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <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> <p>DTS Dubai communicates indirectly its sustainability policies and guidelines in all supplier contract with the DER Touristik Groups Code of Conduct.</p> <p>Please find the supplier code of conduct attached.</p> <p> Supplier code of conduct _ SCoC.pdf</p> |
| <p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities.</p> | <p>✓ ✓</p> | <p>We don't offer sensittive activities.</p> |

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| <p>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.</p> | | |
| <p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p> | <p>✓ ✓</p> | <p>Destination Touristic Services Dubai gives priority to activities and excursions that operate according to recognized sustainability standards, ensuring our offerings align with responsible tourism practices. This policy supports our sustainability goals and helps provide high-quality, environmentally and culturally respectful experiences for our clients.</p> <p>Policy Integration and Processes</p> <p>To integrate this policy, we have established guidelines for selecting and working with excursion partners:</p> <p>Partner Selection Criteria: We evaluate potential partners based on their adherence to recognized sustainability certifications or controlled standards (e.g., eco-labels or compliance with ISO or GSTC criteria). For new partnerships, preference is given to those who demonstrate a commitment to sustainability.</p> <p>Regular Review: Our team reviews our existing partners' sustainability practices to ensure ongoing alignment with our standards. This includes checking for certifications or sustainable practices that can be documented, such as energy or water management, waste reduction, and support for local communities.</p> <p>Promotion of Certified Options: Certified sustainable activities and excursions are actively promoted in our communications and booking materials, allowing clients to choose options that are environmentally and socially responsible.</p> <p>Reporting on Policy Results</p> <p>Our results show growing interest from clients in sustainable options, with increased inquiries and bookings for certified or eco-friendly activities. Although certified sustainable excursions</p> |

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| | <p>are somewhat limited in our region, our commitment to working only with responsible and sustainable operators has made us a trusted partner for eco-conscious travelers.</p> <p>Availability of Certified Activities in Our Destination</p> <p>Certified excursions are available to a limited extent in Dubai, though the market is evolving. Where certified options aren't yet available, we carefully select partners who demonstrate responsible practices that align with our sustainability goals. Through this approach, we actively support the demand for sustainable tourism and anticipate that as local awareness grows, more certified providers will become available, enhancing our offerings further.</p> <p>This policy reflects our commitment to sustainable tourism in Dubai, encouraging the industry to prioritize both environmental stewardship and cultural preservation.</p> <p> 7.5 Certified excursions.pdf</p> |
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Specific criteria

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| <p>7.6. 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></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)</p> |

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| | | <p>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>At Destination Touristic Services Dubai, we are committed to promoting responsible and sustainable tourism practices. While we currently do not have a formal policy prohibiting suppliers from offering activities that negatively impact the natural, cultural, or social environment, we prioritize sustainability in our partnerships. As part of our purchasing policy, we favor suppliers who align with our sustainability standards and ensure that any tours or activities offered are in line with our environmental, cultural, and social values. However, we do not currently have a defined list of unacceptable excursions.</p> <p>To align with the upcoming requirements, we plan to review and integrate the DER Touristik Group's Supplier Code of Conduct (CoC) by the end of 2024. This will include criteria related to animal welfare, climate protection, human rights, child safeguarding, anti-corruption, and more. We aim to ensure that all our contracts, including those with third-party clients, meet these standards.</p> <p>In the future, we will also create a list of excursions or activities we will not actively promote, including any that involve unethical animal interactions or activities that pose risks to the environment or local communities.</p> <p>We will ensure the completion of this integration and communication to suppliers by the required deadline.</p> |
| <p>7.7. Wildlife featuring</p> | <p>✓ ✓</p> | <p>https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-</p> |

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.

[Touristik-Group.pdf](#)

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.

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.

See attached: Animal Welfare Policy of DER Touristik Group & DMC network

@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.

Information on DER Touristik Germany:

See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.

https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf

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.

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.

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| | | See attached: Animal Welfare Policy of DER Touristik Group & DMC network |
| <p>7.8. 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 sustainable and in compliance with local, national and international law.</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 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>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> |

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| | | <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>We don't offer wildlife harvesting excursions.</p> |
| <p>7.9. 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 Febuuary 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 guidlines/restrictions: e.g. feeding elephants in camps?</p> <p>Information on DER Touristik Germany:</p> |


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| | | | <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</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 year 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>Us or our partner companies does not promote or offer wildlife interactions.</p> |
| <p>7.10. 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> | ✓ | ✓ | It is not a valid excursion we offer in Dubai. |
| <p>7.11. 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> | ✓ | — | DTS Dubai is not involved in any of the above mode of excursions. |
| <p>7.12. 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> | ✓ | ✓ | We don't have any direct relation with natural areas. |


8. Tour leaders, local representatives, and guides

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Tour leaders, local representatives and guides


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| <p>8.1. 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>✓</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 & Freelancers are formally hired by DTS Dubai. Each employment contract outlines the working conditions, including benefits, rights, and protections granted to workers under UAE labor laws. All employees are reintroduced to their specific employment conditions during onboarding training (see section 8.1) and are offered support whenever needed.</p> <p>The Code of Conduct (CoC) is not included directly in the employment contract. Instead, the CoC is introduced during onboarding training and is available on our internal Compass Extranet (a dedicated platform for employees). We also provide clear instructions on where to access all relevant information online, through their work information and manual (see enclosed). The</p> |

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| | | <p>employment contract template is also enclosed for reference.</p> |
| <p>8.2. 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>Employees receive a living wage that is at least equal to the legal minimum as required by UAE labor laws, and may also meet relevant industry standards where applicable. This aligns with Article 74 of the UAE Labour Law (Federal Decree-Law No. 33 of 2021), which emphasizes compliance with wage provisions, ensuring fair remuneration and timely payment for employees. Please find the attached employment contract with the same being mentioned. (Federal Decree-Law No. 33 of 2021)</p> <p> Employment Contract .pdf.pdf</p> |
| <p>8.3. 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</p> |

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| | | <p>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>Onboarding and Training for Direct Employees:</p> <p>New Employee Onboarding: All new representatives undergo onboarding training, including destination training from their supervisor. Training-on-the-job: New reps receive hands-on experience and supervision from a local team member. Mandatory Online Training: Starting in 2023, all reps complete online training covering Sustainability, Animal Welfare, and Childcare. Access to Resources: All representatives and guides have access to online resources via the internal Extranet/Sharepoint, where they can find compliance information, DER Touristik Group guidelines, the Code of Conduct, and materials needed for their daily work.</p> <p>Tour Leaders and Freelancers:</p> <p>Training for Freelancers or Local Suppliers: If reps or tour leaders are freelance or contracted via local suppliers, they follow similar training procedures as direct employees where possible. This may include destination training, on-the-job supervision, and access to online training and resources as specified.</p> |
| <p>8.4. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply</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> |

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| <p>with it.</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>Whenever there is a sustainability policy implemented that required the attention of guides/reps. Our HR will mail the same to the operation department and request to pass on to the guides/reps to read the same or attend the training if required. Please find the attached screenshot of email requesting the same.</p> <p> 8.4 Sustainability policy _ Email Screenshot..png</p> |
| <p>8.5. 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 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> |

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| | | <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>Whenever there is a sustainability policy implemented that required the attention of guides/reps. Our HR will mail the same to the operation department and request to pass on to the guides/reps to read the same or attend the training if required. Please find the attached screenshot of email requesting the same.</p>  <p>8.4 Sustainability policy _ Email Screenshot..png</p> |
| <p>8.6. 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>Supplier Statement – DTS Dubai:</p> |

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| | | <p>At Destination Touristic Services Dubai (DTS Dubai), we ensure that all our staff members, including guides and reps, receive comprehensive onboarding training that includes destination knowledge specific to our services. Since 2023, this training has been extended to include mandatory online modules focusing on sustainability, animal welfare, and childcare.</p> <p>As part of our ongoing commitment to sustainability, we will align with the approach outlined by DTS-CH, ensuring that future training for all new recruits will include specific input on sustainability issues and achievements at the destinations we serve. This will be continuously updated to reflect the evolving sustainability practices at our destinations. Additionally, we will ensure that personnel changes are monitored and that new staff members are re-educated in these areas to uphold our commitment to sustainability in every aspect of our operations.</p> |
| <p>8.7. 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> <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.</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.

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.

At Destination Touristic Services Dubai (DTS Dubai), we prioritize sustainability in our operations and in the experiences we offer to our clients. While we currently do not have a dedicated webpage like "dertouristik-reiseleitung.com", we integrate sustainability information and practices into our communications with clients and guides.

Sustainability Communication: We ensure that all clients are informed about sustainable practices relevant to their destination, as part of our ongoing commitment to sustainability. Guides and reps are trained during onboarding to discuss sustainability topics, such as local environmental management, cultural sensitivity, and ethical considerations. We encourage clients to participate in sustainable practices, which is communicated during welcome meetings, excursions, and at points of contact during their holidays. **Guides' Training:** Similar to DTS-CH, our guides at DTS Dubai are trained during onboarding workshops and receive a comprehensive manual that covers child safeguarding, environmental sustainability, cultural awareness, and ethical standards. The training also includes information on compliance with human rights and emergency handling. **Sustainable Excursions:** We are working to highlight more sustainable excursion options in our offerings. As we continue to develop these products, we will ensure they are promoted effectively to our clients, providing clear information on their sustainability features. As of now, these excursions are communicated directly through our reps and the materials available to our clients. **Client Engagement:** While we do not yet offer the ability to book excursions directly on

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| | | <p>a dedicated webpage, we are actively considering ways to increase client access to sustainable tourism options. Our reps also provide clients with options for donating to local charities or sustainability projects, in line with our broader sustainability initiatives. Feedback and Reporting: DTS Dubai encourages both clients and staff to report any concerns related to the company's sustainability practices, including issues related to human rights, environmental impact, or cultural respect. We continue to monitor feedback closely, as part of our commitment to improving sustainability practices.</p> <p>In the future, we plan to further enhance the accessibility and visibility of sustainability-related information, integrating it into more customer touchpoints, similar to how DTS-CH promotes sustainable travel options. We also plan to explore digital platforms that can offer clients direct booking options for sustainable excursions.</p> |
| <p>8.8. 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> |

the DER Touristik Group. Please inform all of your guides.







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 anual fee of The Code.

9. Destinations

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Selection of destinations








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| <p>9.1. 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.</p> |  |  | <p>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.</p> <p>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>Our DMC-Network does not consider sustainable aspects when choosing a specific region at their destination. We propose new destinations/regions according to the wishes of the DER Touristik Group Clients/TOs and their product managements.</p> |
| <p>9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p> |  |  | <p>Group Answer: "No". Explanation: The DMC-Network does not consider sustainable 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>Our DMC-Network does not consider sustainable aspects of transportation when choosing a specific region at their destination. We propose new destinations/regions according to the</p> |

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| | | wishes of the DER Touristik Group Clients/TOs and their product managements. |
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Local projects and initiatives

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| Action |  |  Details |
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| <p>9.3. 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></p> | <p> We are yet to involve in such initiatives.</p> <p>Have added the standard to action plan as advised. Point 21.</p> <p> Sustainability Action Plan _ DTS Dubai.pdf</p> |
| <p>9.4. 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></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.

As a DMC of the DERTOUR Group have all partners and providers sign their Supplier Code of Conduct, which includes to not promote illegal souvenirs.

10. Customer communication and protection

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Prior to booking

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| Action | | | Details |
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| <p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p> | <p>✓</p> | <p>✓</p> | <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>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.</p> <p>Privacy Link to Website: https://dtservices.travel/privacy/</p> |

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| <p>10.2. 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>DTS Dubai is not involved in marketing and promotion (it is handled by its clients/ tour operators).</p> |
| <p>10.3. 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> |

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| | | <p>DTS Dubai is not involved in marketing and promotion (it is handled by its clients/ tour operators).</p> |
| <p>10.4. 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 souvernirs is not included yet, but the TO is working on improving the information of the information in all travel documents.</p> <p>Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit inzumi (dertouristik.com)</p> <p>DTS Dubai is not involved in handling this information (it is handled by its clients/ tour operators).</p> |

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| <p>10.5. 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>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. 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>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</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> <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> |

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| | | <p>Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany.</p> <p>Gernal information on alternative transport options during/to your holiday destination:</p> <p>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</p> <p>DTS Dubai is not involved in handling this information (it is handled by its clients/ tour operators).</p> |
| <p>10.7. 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.</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 DER Touristik Germany:</p> <p>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> <p>DTS Dubai is not involved in handling this information (it is handled by its clients/ tour operators).</p> |
| <p>10.8. 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> |

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

Info in Detail:

2. Booking confirmation quotation:

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

3. Travel information Quotation:

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>

4. My Sites (see enclosed)

My Sites is a self-service portal for which the customer can register after booking.

- 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:

o Information on the booked services (hotel, rental car, flight...)

o Overview of payments made in the case of direct collection







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| | | <p>o Retrieval of invoice (only for customers with direct collection) and travel documents</p> <p>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> <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>This question refers to transportation before arrival at the destination. The DMCs are not handling these services.</p> |
| <p>10.9. 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 also later when receiving the travel information, prior to departure to the holidays destination of the client.</p> <p>This question refers to transportation before arrival at the destination. The DMCs are not</p> |

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| | | <p>handling these services.</p> |
| <p>10.10. 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 - DER Touristik is working on a labeling of more sustainable excursions - Almost finished creating a sustainable round trip in Irland (coming soon) |

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| | | <p>DTS Dubai as a DMC do conduct site inspections of hotels and experience the excursions we offer the clients. Along with these site inspections we also collect the information about the sustainability standards they are implementing through questionnaires.</p> <p>For example, please find the attached screenshot we sent to Hyatt Andaz Dubai the Palm Hotel as evidence.</p>  PNG Indication sustainable accommodation and excursions.png |
| <p>10.11. 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>DTS Dubai does not communicate this information. (It is handled by its clients/ tour operators).</p> |
| <p>10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).</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>Clients of the DTS Dubai are informed about the same on our website. Please find the link below:</p> <p>Link to webpage: https://dtservices.travel/sustainability/</p> |

After booking and during holidays

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| Action |  |  | Details |
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| <p>10.13. 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>This question refers to information before arrival at the destination. DTS Dubai as a DMC is not handling these services.</p> |
| <p>10.14. Destination dos and don'ts 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).</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> |

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 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.

This question refers to information before arrival at the destination. The DMCs are not handling these services.

10.15. Health and Safety

Customers are informed regarding risks and precautions related to health and safety matters in the destination.



— **@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.

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

Info on DER Touristik Germany:

Travel Documents: Security Advice

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.

Travel Documents: Health e.g. Buenos Aires

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.

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.

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.

10.16. Destination contact person

A contact person and permanently reachable telephone number is available for emergency situations.

✓ ✓

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.

@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.

DER Touristik Germany:

See travel documents Dubai enclosed

Travel documents e.g. Dubai:

Page 2

Important contacts

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

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.

QR code: See in travel documents enclosed

Website: <https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/>

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| | | <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. Our rep will be the emergency contact and is informed by the tour operator at the time of booking from the booking office.</p> |
| <p>10.17. 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 emegency 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> <p>Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic.</p> |

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

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).

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| | | <p>- Reserve your favourite excursions and rental cars in advance or during the trip and find out about current offers.</p> <p>- Your holiday region from A-Z.</p> <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>Our rep will be the emergency contact and is informed by the tour operator at the time of booking from the booking office. We have already provided this information to them.</p> |
| <p>10.18. 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 national good practice and locally agreed.</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 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 restaurants</p> |

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| | | <p>and goods, sustainable transportation option and many more.</p> <p>Info on DER Touristik Germany:</p> <p>Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers.</p> <p>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/</p> <p>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>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</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 how you are organized for 3rd party clients.</p> <p>Info on DER Touristik Germany:</p> <p>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).</p> |

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| | | <p>DMC Headquarter motivates TOs to include more information on child safeguarding (e.g. Don't look away) and illegal souvenirs in their travel documents.</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>Info on Specialist (TO) "Manta Reisen":</p> <p>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</p> <p>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>10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing</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</p> |

materials of threatened flora and/or fauna in the destination (e.g. CITES).

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 Inhouse 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/>. The 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_souvenirrattgeber_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.


For Germany: At 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.

Travel documents - Customs:

Import ban on narcotics of all kinds, food, GPS devices, weapons, electrical and electronic

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| | | <p>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>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>As advised, we have created the list of illegal souvenirs available on the market to be shared with DERTOUR.</p> <p> 10.20 List of Illegal souvenirs available in the market.pdf</p> |
| <p>10.21. 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> |

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 DER Touristik Germany:

DMC Headquarter motivates TOs to include more information on local services and goods in their travel documents.

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/>

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.

As advised, we have uploaded the list of local restaurants and shops on the market to be shared with DERTOUR.



10.21 Local services and goods.pdf

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| <p>10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p> | <p>✓ ✓</p> | <p>@DMCs: DMCs do not communicate with the endcostumer only the TO it works with.</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>DMCs do not communicate with the endcostumer only the tour operator it works with.</p> |
| <p>10.23. Donations</p> | <p>✓ —</p> | <p>@DMCs: Answer: "no". DMCs do not communicate with the endcostumer only the TO it</p> |

Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).

works with.

Please explain if you motivate endcustomers 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 Touristik 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>

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| | | | DMCs do not communicate with the endcostumer only the tour operators it works with. |
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After holidays

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| Action | | | Details |
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| <p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</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 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> |

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| | | <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>DMCs do not manage customer satisfaction but the tour operators they work with.</p> |
| <p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</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</p> |

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| | | <p>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>DMCs do not manage customer satisfaction but the tour operators they work with.</p> |
| <p>10.26. 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 Service (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> |

Information to DER Touristik Germany:

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."

DMCs do not manage customer complaints but the tour operators they work with.

When receiving a complaint from tour operator we investigate the matter and offer the possible resolution via mail to the tour operator.