

Sustainability report - 2025

DTS Tunisia Travelife Partner



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1. Reporting context

The reporting context of the Sustainability Report of DTS Tunisia would typically cover the following key areas:

1. **Travelife Partnership Alignment:** The report is aligned with the Travelife Sustainability criteria, which covers areas such as environmental management, social responsibility, and economic aspects of operations. It provides a structured approach for the company to assess and report its performance in these areas.
2. **Sustainability Performance:** DTS Tunisia's sustainability performance is evaluated across several dimensions, including energy consumption, waste management, carbon emissions, water usage, community engagement, and employee welfare. The report highlights the company's ongoing efforts to reduce its environmental footprint and promote social responsibility.
3. **Compliance with Travelife Standards:** The report documents the company's progress in meeting the specific requirements set by Travelife for certification. This includes demonstrating compliance with environmental management systems, responsible sourcing, ethical business practices, and community involvement.
4. **Objectives and Achievements:** DTS Tunisia sets measurable sustainability goals in line with Travelife guidelines. The report outlines these objectives, tracks progress over time and highlights key achievements in areas such as energy efficiency, waste reduction, and sustainable sourcing.
5. **Data Collection and Monitoring:** The report includes data on sustainability metrics, collected from various departments within the company. This data is crucial for monitoring the effectiveness of sustainability initiatives, tracking improvements, and ensuring transparency.
6. **Stakeholder Engagement:** DTS Tunisia's engagement with internal and external stakeholders (employees, suppliers, customers, and local communities) is an important part of the sustainability report. The company actively works to involve these groups in sustainability practices and initiatives, ensuring that their voices are heard and that they contribute to sustainability efforts.
7. **Continuous Improvement and Future Plans:** The report also outlines areas for improvement and plans for future initiatives. This shows DTS Tunisia's commitment to continually enhancing its sustainability performance and achieving higher standards in line with Travelife's evolving requirements.

2. Company data

DTS Tunisia

Rue Lac Biwa - Les Berges du Lac 1
1053 Tunis
www.dtservices.travel
Siwar.Romani@dtservices.travel

Tourist volume	>50000
Number of employees	26 - 100
Type of tourism	Sun and Beach tourism
Special target groups	Young people, Youth and students, Singles, Disabled, Seniors, Families with children, Business people
Destinations offered	

Sustainability coordinator

Siwar Romani
Siwar.Romani@dtservices.travel

3. Introduction

Tunisia is North Africa wrapped into one bite-sized package with vast Sahara dunes, mammoth ancient ruins and exotic cities that are home to a sprawling tangle of souks. Its name is derived from that of the capital, Tunis, located in the north of the country.

DTS Tunisia started operation in November 2013 as a new DMC in the destination. In a short period of time, it evolved as one of the leaders of the Tunisian tourism industry. With its 4 branches (Tunis, Hammamet, Sousse and Djerba).

DTS Tunisia is able to provide the best service in the different regions, cities and resorts.

In 2017, DTS Tunisia launched ‘Travel Square’, a commercial label created to promote local tourism and to satisfy the high demand in tourism: hotel bookings, outgoing tourism, ticketing services, seminars and various excursions.

Often seen as simply a beach destination, Tunisia has an abundance of surprises for those who venture away from the sandy shores. Tunisia was Rome’s breadbasket, and the cultural heritage the Romans left behind is more than enough reason to visit. The history of the Arab Empires has also bestowed the country with some of the region’s most beautiful examples of Islamic architecture.

Once you have craned your neck at Kairouan’s Minarets and played Gladiator at El Djem, it’s time to head into the Sahara to experience the raw, empty beauty of the desert. The sun-soaked beaches of the Mediterranean coastline, fringed by palms and lapped by gentle waves, will still be waiting for you when you get back.

4. Mission statement & policy

4.1 Mission statement

Vision & Mission Statement

As part of the DER Touristik Group, the Mission Statement of **DTS TUNISIA** is based on shared vision, purpose, values, and principles.

OUR VISION

We are a worldwide, leading network of destination management companies. We benefit from having strong individual businesses as well as being able to collaborate across the wider group.

OUR MISSION

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.

OUR VALUES

- Showing energy, passion, and determination. Approaching every task with enthusiasm.
- Creating a great working environment in which everyone can feel they have a positive contribution to make.
- Taking advantage of different perspectives and respecting differences among team members, customers, and partners.

OUR PRINCIPLES

- We make things happen by personally taking responsibility for our work, looking for the best solutions, making informed decisions and doing things to the highest possible standards.
- We put the customer at the center of everything we do; with a wide range of products and destinations, the most efficient processes and attention to detail, and an obsession with creating an effortless customer experience that leads to outstanding levels of customer satisfaction.
- We are willing to change and take risks to improve the customer experience and achieve better financial results. We seek out ways to transform the way we operate and are happy to disrupt the status quo as a way to improve.
- We rely on innovative, enthusiastic and open collaboration within the group and with our partners.
- We only make promises we intend to keep. We uphold the highest standards of corporate behaviour, ensuring compliance at all times.
- We act in an ethical and sustainable way to ensure we and our partners protect the interests of society and the environment.
- !! If applicable !!: We have been awarded as Travelife Partner/Certified in recognition of our long-term efforts in promoting Sustainability and Corporate Social Responsibility. We support all business partners

OUR RESPONSIBILITY

- As an international travel company, DER Touristik Group with its Destination Management Company Network (including **DTS TUNISIA**) is aware of the responsibility it has towards host countries, their cultures and its customers, partners, employees and society. Corporate governance geared to responsible and long-term value creation is therefore the basis for DER Touristik's commitment to sustainability.
- DER Touristik Group aims to uphold the very highest standards of corporate conduct and ensures compliance with them at all times. It acts in an ethical and sustainable manner to ensure that it and its partners protect the interests of society and the environment.
- Apart from economic criteria, business ethics, compliance with human rights and labour standards, protection of the environment and animal welfare are key criteria we apply in selecting our business partners and assessing new and existing business relationships. The Supplier [Code of Conduct](#) applies to all regions of the world where DER Touristik Group operates. We expect all our business partners and their employees to ensure compliance with these requirements.
- The fields of action in which we assume responsibility and develop appropriate measures include:
 - Ensuring customers awareness
 - Promoting animal welfare
 - Protecting children
 - Protecting the environment
 - Providing a fair working environment and employing qualified staff
 - Providing economic benefits to local communities
 - Respectful in encounters with local traditions
 - Social commitment (e.g. [DER Touristik Foundation](#))

4.2 Policy

Purpose:

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

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

Scope:

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

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

1. Sustainability Management & Legal compliance

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

- To have a sustainability mission statement that is communicated to customers, partners and suppliers.

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

2. Internal management: social policy & human rights

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

- To grant employees the freedom of employment and contract termination with notice.
- All employees of the company have an employment contract, including labour conditions and a job description.
- Wage rate is to be mentioned in the contract and equals or above the national legal wage.
- To determinate and compensate of overtime working hours based on agreement.
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance.
- To have health and safety policy for employees which complies to national legal standards.
- To obey national concerning Minimum Age for Admission to Employment.
- To have documented effective procedures in place for employees to voice out their complaints and expectations.
- To have a clear disciplinary procedure that is effectively communicated with employees.
- To have a measurement system for employee satisfaction on a regular basis.
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters.
- To create opportunities for students in participating in traineeship.
- To encourage employment opportunities for persons with special needs.

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

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions.
- To participate and comply with a collective labor condition negotiation structure.
- To prohibit discriminations, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education.

3. Internal Management: Environment and community relations

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

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

quality.

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

4. Transport

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

5. Accommodations

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

6. Excursions and activities

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

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

We commit to this by:

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination.
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents to minimise negative visitor impact and maximise enjoyment.
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable.
- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law.
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects.
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

7. Tour leaders, local representatives and guides

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

We commit to this by;

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

8. Destination

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

9. Customer communication and protection

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

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised.
- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the "better" option.
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.
- Clearly inform (potential) direct customers, about sustainability commitments and actions.

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

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

Contact / Responsible person:

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

Effective date:

This policy is effective from Monday 27 January 2025

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			Siwar Romani siwar.romani@dtservices.travel +216 98173868



Organization structure

1

Action			Details
0.2. Awards			There are no other relevant awards or certifications received in the last 5 years.





Brands, products, and/or services

6

Action			Details
0.3. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator, Guiding service, Travel agency (leisure), Travel agency (corporate), 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 Horse riding, Jeep safaris Boat tours, Motorized activities Visiting traditional communities, Visiting indigenous people Captive animals, Working animals
0.5. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	>50000
0.6. Tourism types	✓	✓	Sun and Beach tourism
0.7. Target groups	✓	✓	Young people, Youth and students, Singles, Disabled, 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>✓ Siwar Romani</p> <p> Fiche de poste Auditeur interne.docx</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓ We shared the mission statement with all our staff by e-mail (see screenshot below).</p> <p>DTS Tunisia doesn't have a private official website.</p> <p>https://dtservices.travel/sustainability/</p> <p>Vision & Mission Statement</p> <p>As part of the DER Touristik Group, the Mission Statement of DTS TUNISIA is based on shared vision, purpose, values, and principles.</p> <p>OUR VISION</p> <p>We are a worldwide, leading network of destination management companies. We benefit from having strong individual businesses as well as being able to collaborate across the wider group.</p> <p>OUR MISSION</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.

OUR VALUES



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OUR PRINCIPLES

We make things happen by personally taking responsibility for our work, looking for the best solutions, making informed decisions and doing things to the highest possible standards. We put the customer at the center of everything we do; with a wide range of products and destinations, the most efficient processes and attention to detail, and an obsession with creating an effortless customer experience that leads to outstanding levels of customer satisfaction. We are willing to change and take risks to improve the customer experience and achieve better financial results. We seek out ways to transform the way we operate and are happy to disrupt the status quo as a way to improve. We rely on innovative, enthusiastic and open collaboration within the group and with our partners. We only make promises we intend to keep. We uphold the highest standards of corporate behaviour, ensuring compliance at all times.

We act in an ethical and sustainable way to ensure we and our partners protect the interests of society and the environment. !! If applicable !!: We have been awarded as Travelife Partner/Certified in recognition of our long-term efforts in promoting Sustainability and Corporate Social Responsibility. We support all business partners towards more sustainability and create more sustainability awareness among our guests.

OUR RESPONSIBILITY New

		<p>As an international travel company, DER Touristik Group with its Destination Management Company Network (including DTS TUNISIA) is aware of the responsibility it has towards host countries, their cultures and its customers, partners, employees and society. Corporate governance geared to responsible and long-term value creation is therefore the basis for DER Touristik’s commitment to sustainability. DER Touristik Group aims to uphold the very highest standards of corporate conduct and ensures compliance with them at all times. It acts in an ethical and sustainable manner to ensure that it and its partners protect the interests of society and the environment. Apart from economic criteria, business ethics, compliance with human rights and labour standards, protection of the environment and animal welfare are key criteria we apply in selecting our business partners and assessing new and existing business relationships. The Supplier Code of Conduct applies to all regions of the world where DER Touristik Group operates. We expect all our business partners and their employees to ensure compliance with these requirements. The fields of action in which we assume responsibility and develop appropriate measures include: Ensuring customers awareness Promoting animal welfare Protecting children Protecting the environment Providing a fair working environment and employing qualified staff Providing economic benefits to local communities Respectful in encounters with local traditions Social commitment (e.g. DER Touristik Foundation)</p> <p> DTS Tunisia Mission Statement _ Travelife Partner.pdf</p> <p> Mission statement.PNG</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>We have informed all employees about the training available on the Travelife platform.</p> <p>The employees who have obtained the Travelife sustainability training certificate and their functions are as follows:</p> <p>Siwar Romani : Internal Auditor</p>

Emna Garci : Internal Audit Assistant


Amine Jabballi : Operations Manager





Eya Khlifi : Hotel Payment Agent

Their Travelife certificate are uploaded below.

Company learning monitor






No workshop information for this company






-  Travelife _ Tour operators and sustainability _ Amine Jaballi.pdf
-  Travelife Sustainability Manager _ Siwar Romani.pdf
-  personal_certificate Eya Khlifi.pdf
-  Travelife _ sustainability managment _ Amine Jaballi.pdf
-  Travelife Sustainability Manager_ Amine Jaballi.pdf
-  Travelife training on The Sustainability Management _ Siwar Romani.pdf
-  Travelife training on Tour operators and sustainability _ Siwar Romani.pdf
-  Completed courses _ Emna Garci.pdf
-  DTS Tunisia .xlsx
-  personal_certificate Sustainability management _ Emna Garci.pdf
-  Travelife training on Tour operators and sustainability _ Emna Garci.pdf

		 Travelife Sustainability Manager _ Emna Garci.pdf  Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf  Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf  Completed courses _ Siwar Romani.pdf
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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> Our colleague Amira Louati (DTS staff) took part in the Design Thinking workshop ‘Together for alternative and sustainable tourism’, a project to create new travel experiences that respect the environment and local communities, organised by the Tunisian Federation of Travel and Tourism Agencies (FTAV) in collaboration with the DRV.</p> <p>We also participated in the International Saharan and Oasis Tourism Fair (ISSOT 2024). You will find the link here: FTAV - ??? Appel à Candidatures pour le Salon International... Facebook</p> <p>Please find attached the detailed programme for the International Saharan and Oasis Tourism Fair and the invitation.</p> <p>We are working on a responsible excursion project with the DERTOUR group (email attached).</p> <p> Scan_20241003_103305.jpg</p>



		 ISSOT _Programme final.pdf  ISSOT.PNG  Responsible Excursion.PNG
<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>We share our SCOC with our suppliers in our contracts (additional agreement Template). (See screenshot below)</p> <p>Regular exchange with Lisa Jansen, DMC Projects DER Touristik Group.</p>  DERTOUR Group_SCoC 2.0_EN_final.pdf  SCOC.PNG
<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>DER Touristik Foundation is supporting charitable projects as part of the DER Touristik Group. Guests are able to visit these projects in excursions and can donate online. https://www.dertouristik-foundation.com/en/home/ At the DMC level, Maria Sampredro (Excursion & Activities Product Manager) is evaluating several options in assessment with the Destination Management Board and local Excursion Departments at each Destination (see action plan), however, donations even if collected by the DMC, are always handled through the DER Touristik Group Foundation, and not on DMC level. We have added an action plan: Encourage Der Touristik to support Tunisia by donating part of the donations to Tunisia.</p>

Baseline assessment

2

Action			Details
<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>There's still no system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly</p> <p>Currently, we trying to collect data regarding the sustainability of suppliers and partner companies. A list of the most important partner (hotels) and theirs certifications are being requested is being created.The SCoC 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> sustainability label.xlsx</p> <p> Copy of 8.0b_LkSG_Daten_Dokumentation_DMC_2023_ENG_2581.xlsx</p>
<p>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).</p>			<p>We comply with the basic assessment by answering all the criteria of this checklist on the travelife platform and we also have a monitoring table on excel file.</p> <p>The monitoring table is uploaded below.</p> <p> Travelife criteria _ DTS Tunisia _1_.xlsx</p>

Policy

Action			Details
<p>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.</p>	✓	✓	<p>The sustainability policy is accessible to all employees, suppliers and the general public via this link: Sustainability-policy-DTS-Tunisia.pdf</p> <p>Purpose: As a travel company engaging with a wide range of stakeholders in tourism—such as consumers, tour guides, travel agencies, hotels, transport providers, restaurants, and attractions—DTS Tunisia recognizes its significant role and impact on the sustainable development of tourism. We are therefore committed to promoting sustainability in all aspects of our operations. Our goal is to adopt, implement, and advocate for best sustainability practices to maximize positive impacts and minimize negative ones, both within our operations and by influencing our clients and partners to do the same. The company is dedicated to adhering to international sustainability standards across various areas, including sustainability management and legal compliance, internal policies on social issues and human rights, environmental practices, community relations, as well as the management of transport, accommodations, excursions, activities, tour leaders, local representatives, guides, and customer communication and protection.</p> <p>Scope: The CSR Coordinator is responsible for implementing the company’s sustainability policies. This policy applies to all DTS Tunisia employees on a permanent or fixed-term contract, interns, as well as clients, providers, and suppliers.</p> <p>1. Sustainability Management & Legal compliance DTS Tunisia commit to sustainability management, practiced by these following actions:</p> <ul style="list-style-type: none"> • To have a sustainability mission statement that is communicated to customers, partners and suppliers. • To collaborate and actively involved in external forums and working groups which are supportive to sustainability in tourism. • To conduct baseline assessment of the company’s performance on sustainable practices. • To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning. • To ensure company’s transparency in sustainability by public reporting and communicating. • To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

2. Internal management: social policy & human rights

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

- To grant employees the freedom of employment and contract termination with notice.
- All employees of the company have an employment contract, including labour conditions and a job description.
- Wage rate is to be mentioned in the contract and equals or above the national legal wage.
- To determinate and compensate of overtime working hours based on agreement.
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance.
- To have health and safety policy for employees which complies to national legal standards.
- To obey national concerning Minimum Age for Admission to Employment.
- To have documented effective procedures in place for employees to voice out their complaints and expectations.
- To have a clear disciplinary procedure that is effectively communicated with employees.
- To have a measurement system for employee satisfaction on a regular basis.
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters.
- To create opportunities for students in participating in traineeship.
- To encourage employment opportunities for persons with special needs.

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

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions.
- To participate and comply with a collective labor condition negotiation structure.
- To prohibit discriminations, regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation.
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education.

3. Internal Management: Environment and community relations

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

- Actively reduce the use of disposable and consumer goods especially paper.
- Prioritize the purchase of sustainable products. For instance, we have opted to buy paper that is environmentally responsible, recyclable, and sourced from an FSC-certified brand.

- Purchase products in bulk, to reduce the amount of packaging materials.
- Set copy and printing machines by default to double-sided printing
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label.
- Have an active commitment to measure, monitor and reduce energy consumption.
- Purchase energy efficient lighting for all areas, when available.
- Switch off Lights and equipment when not in use, and set printers and PCs by default in the energy saving mode.
- Give preference to low-energy equipment when purchasing printers and PCs, taking into account cost and quality.
- Have an active policy to reduce water consumption, implemented and monitored on a yearly basis for benchmark purposes.
- Install water saving equipment or Dual flush in toilets.
- Comply with the national legislation concerning waste disposal.
- Develop and implement a solid waste reduction and recycling policy.
- Take action to reduce the use of non-refillable plastic water bottles in the office by installing water fountains across our agencies. Separate all materials which can be recycled and organize collection and proper disposal.
- In an effort to recycle our used batteries, we have partnered with an organization that provides a collection center called 'Tunisie Recyclage' for battery drop-offs.
- We replace harmful substances, including paints and cleaning products, with harmless products.
- Implement a sustainable mobility policy for staff travel, focusing on reducing trips by promoting carpooling for business travels, virtual meetings (such as Teams)
- Provide periodic guidance, training and information to all staff members, about their roles and responsibilities with respect to internal environmental practices.

4. Transport

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

5. Accommodations

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

report suspected cases.

- Supporting and engaging stakeholders in the prevention of sexual exploitation of children.

6. Excursions and activities

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

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

We commit to this by:

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination.
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents to minimise negative visitor impact and maximise enjoyment.
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable.
- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law.
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects.
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

7. Tour leaders, local representatives and guides

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

We commit to this by;

- Ensuring that all employees have a written employment contract, and fully understand the terms and conditions;
- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability, and provide training as required;
- Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum.

- Ensuring that our tour guides, and other employees under contract are qualified and trained regularly;
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by emails, or training and information sessions;
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);
- Training our employed tour leaders and local representatives on the avoidance of sexual exploitation of children. This will include training on how to check the requirements concerning exclusion of child abuse;

8. Destination

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

9. Customer communication and protection

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

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised.
- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option.
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.
- Clearly inform (potential) direct customers, about sustainability commitments and actions.



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

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

Contact / Responsible person:





The implementation of this policy will be managed by the Sustainability Coordinator, Siwar Romani:






Siwar.Romani@dtservices.travel. Under their leadership, it is crucial to recognize that all employees are responsible for embracing and carrying out this policy. Therefore, every employee and colleague plays a role in promoting and

		<p>implementing this sustainability policy within their respective departments. Effective date: This policy is effective from Monday 27 January 2025</p> <p> Sustainability policy of DTS Tunisia.pdf</p>
<p>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).</p>	<p>✓ ✓</p>	<p>The sustainability policy will be accessible to all employees, suppliers and the general public via this link : Sustainability-policy-DTS-Tunisia.pdf</p> <p>we have also communicated our sustainable development policy to all our employees by e-mail. (Proof attached)</p> <p> Microsoft Outlook _ Memo Style.pdf</p>

Action plan

2












Action	 	Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	<p>✓ ✓</p>	<p>We have a report of action plan on Travelife platform and an Excel file with action plans and deadlines which are reviewed once a month by the entire Travelife team at a regular meeting.</p> <p> Travelife Criteria.PNG</p> <p> Sustainability Action Plan.pdf</p>

<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>We have informed all employees about the training available on the Travelife platform.</p> <p>The members of staff involved in the development and implementation of the Travelife action plan are designated by our CEO and CFO as follows (Email from the CEO attached) :</p> <p>Team Leader: Mrs Siwar Romani : Internal Auditor</p> <p>The team:</p> <p style="padding-left: 40px;">Mrs Manel Makni : HR Manager Mrs Ameni Ben Mansour : HR Assistant Mrs Rihab Darouez : IT Security System assistant Mr Amine Jaballi : Operations Manager Emna Garci : Internal Audit Assistant</p> <p>We have already shared our mission and vision statement with all DTS Tunisia employees.</p> <p>The sustainability coordinator also made employees aware of the Travelife partner project during our annual team building event in November 2024. (Screenshot of the presentation topics below)</p> <p>We have drawn up a number of policies, including: Energy reduction policy, Equipment and light switch off policy, Water reduction policy, Reduction of disposable and consumable goods. These policies will be communicated to all staff, and an awareness plan on these policies will be put in place.</p> <p> Staff involvement.PNG</p> <p> Travelife _ get together.PNG</p> <p> Mission statement.PNG</p> <p> Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf</p> <p></p>
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			Ensemble, réduisons notre consommation d'énergie !.pdf
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Monitoring and evaluation







2

Action	 	Details
<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>We use an environmental monitoring dashboard that presents different objectives such as energy and water emissions, Sustainability trainings, etc.</p> <p> Monitoring and evaluation _Social policy _ awareness _Travelife Partner.PNG</p> <p> Monitoring and evaluation _Energy _ Water _Travelife Partner.PNG</p>
<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 have already shared our mission and vision statement with all our employees. The sustainability coordinator also made employees aware of the Travelife partner project during our annual team building event in November 2024. (Screenshot of the presentation topics below) We have drawn up a number of policies, including: Energy reduction policy, Equipment and light switch off policy, Water reduction policy, Reduction of disposable and consumable goods. These policies will be communicated to all staff, and an awareness plan on these policies will be put in place.</p> <p> DTS Tunisia Mission Statement _ Travelife Partner.pdf</p> <p> Travelife _ get together.PNG</p> <p> Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf</p>

			 Ensemble, réduisons notre consommation d'énergie !.pdf
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External reporting and communication

2













Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.			This report was first completed on 12.11.24 and was subject to a final review before being sent to the Travelife coach for review prior to the first audit. This is our first time to start the Travelife planning and reporting. The company will reports its progress via Travelife at least every two years.
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.			Sustainability Policy, Report and Action Plan are reported to the public on the company website via this link: Sustainability-policy-DTS-Tunisia.pdf







2. Internal management: social policy & human rights




22





Social policy and human rights






19


Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>			<p>DTS Tunisia respects freedom of association. We do not prevent people from joining a trade union.</p> <p>No syndicate at DTS Tunisia Currently</p> <p>Supporting document : Art. 4 of the Tunisian travel agency agreement</p> <p> image _3_.png</p> <p> image _4_.png</p> <p> Tunisie convention collective des agences de voyages.pdf.pdf</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>DTS Tunisia complies with collective travel agencies agreement.</p> <p> Tunisie convention collective des agences de voyages.pdf.pdf</p>
<p>2.3. No forced labour Employees are free to enter or leave their employment through their own</p>			<p>All our fixed-term contracts include the following clause:</p>




<p>choice without penalty (in accordance with their contract).</p>			<p>This contract is concluded for (a fixed term) from with effect fromto..... with a trial period of 3 months from to during which either party may terminate the contract by simple notification without any right to compensation.</p> <p> Contrat de Travail CDD _VF_ 021123.docx</p>
<p>2.4. HR Manual The company has a written Human Resource policy.</p>	<p>✓</p>	<p>—</p>	<p>Within DTS Tunisia, we have a written human resources policy describing all our processes. We have also an HR Manual from DERTOUR Group.</p> <p> DMC Manual M36.1 V0.1 Human Resources Basic Processes.pdf</p> <p> Procédure des Ressources Humaines Destination Touristic Services.docx</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>✓</p>	<p>At DTS Tunisia, all employees have an employment contract and a job description is being drawn up for each employee.</p> <p> Fiche de poste Auditeur interne.docx</p> <p> Contrat de Travail CDD _VF_ 021123.docx</p>
<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>✓</p>	<p>We don't give any salary in DTS Tunisia under legal minimum wage, Please note that DTS Tunisia, is in compliance with social regulations since all our salaries are above the legal minimum wage.</p> <p> 20240822_Queries Risk analysis CYVC_tourism_DMC _ 2581 TUN.xlsx</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>There is no specific overtime clause in our standard contracts. Overtime is generally recorded by the time recorder, in agreement with the heads of department.</p> <p> Article 26 de la convention des agences de voyage.PNG</p> <p> Article 93 du code de travail.PNG</p> <p> Note Jours fériés DTS 2024.pdf</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>In Tunisia, the provisions regarding health insurance in the travel agency sector are primarily governed by the Labor Code.</p> <p>Health Insurance – Labor Code</p> <p>The Tunisian Labor Code does not explicitly define mandatory health insurance coverage for employees. However, it mandates affiliation with the National Social Security Fund (CNSS), which provides basic health coverage (illness, maternity, etc.).</p> <p>Collective Agreement for Travel Agencies</p> <p>In Tunisia, the sector-specific collective agreement for travel agencies may define additional rights for employees, such as complementary coverage or reimbursement for medical expenses.</p> <p>Minimum Coverage</p> <p>Destination Touristic Tunisia currently opts for the minimum coverage, which means the CNSS coverage.</p> <p>Under the CNSS, employees benefit from basic health coverage. This typically includes benefits for medical consultations, essential medications, hospitalization, and other healthcare</p>

		<p>services. This basic regime is partly funded by the social security contributions of both employees and employers.</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓ —</p>	<p>The Tunisian Labor Code does not explicitly define mandatory health insurance coverage for employees. However, it mandates affiliation with the National Social Security Fund (CNSS), which provides basic health coverage (illness, maternity, etc.).</p> <p>Below is the declaration to be filed in the event of an accident at work.</p> <p> Déclaration d_accident de travail.pdf</p> <p> Article 42 de la convention nationale des agences de voyage.PNG</p>
<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>	<p>✓ ✓</p>	<p>At DTS Tunisia, employees have the right to a fixed yearly paid holiday according to article 29 (Paid annual leave under the collective agreement for travel agencies)</p> <p>All our fixed-term contracts include the following clause:"The employee will be entitled to 26 days' paid holiday per year. In the absence of mutual agreement, the date of paid leave will be determined and fixed by the Company"</p> <p> Capture.PNG</p> <p> Contrat de Travail CDD _VF_ 021123.docx</p>
<p>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>	<p>✓ —</p>	<p>At DTS Tunisia, employees are entitled to sick leave in line with national legal requirements in accordance with Article 33 sick leave of the collective agreement for travel agencies.</p>



			 Congés maladie.PNG
<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>A project to introduce an occupational health and safety policy is planned for 2025, with annual membership of the occupational medicine group.</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>The REWE Group code of conduct is communicated to all employees of DTS Tunisia, including the Board of Directors, management and senior executives.</p> <p>The code of conduct adopt an appreciative approach to colleagues, customers and business partners is an essential prerequisite when creating a sense of true togetherness. The unequal treatment of others based on their skin colour or ethnic origin, gender, age or sexual orientation, religion or world views, as well as any illness or disability, is discrimination – an absolute taboo within the REWE Group and DTS Tunisia.</p> <p> 1_ Appreciative.PNG</p> <p> CC1900EN_2022_Code of Conduct REWE Group.pdf</p> <p> Code of conduct _ Email.PNG</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 exceptions under the ILO convention 138.</p>	✓	✓	<p>DTS Tunisia does not employ children and complies with international law.</p> <p> Child Labour.png</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>This requirement has been added as an action plan. We are currently working on the internal guidelines in which we will include the complaints procedure.</p> <p>A digital reporting platform, the REWE Group Hintbox, has been set up for indications of violations of laws or compliance rules (suspicion of a possible criminal offense such as fraud or corruption or other relevant rule violations relating to REWE Group or its employees). Whistleblowers - employees, customers and business partners of the REWE Group and the DER Touristik Group - can report potential violations openly or, if they wish, anonymously. Investigations are carried out with the utmost confidentiality.</p> <p>You can access the REWE Group Hintbox via the following link: rewe-group.hintbox.de/</p> <p>Another REWE Group requirement to implement the hintbox link on the websites has now been implemented for almost all DMCs, incl. the DTS reps company Switzerland: dtservices.travel/compliance-behaviour/</p> <p> Code of conduct _ Email.PNG</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>The REWE Group code of conduct is communicated to all employees of DTS Tunisia, including the Board of Directors, management and senior executives.</p> <p>There is no documented process to show how these representations are followed.</p>
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓ —</p>	<p>This requirement has been added as an action plan. We are currently working on internal guidelines in which we will include the complaints and disciplinary procedure.</p>
<p>2.18. Persons with special needs The company employs persons with special needs</p>	<p>✓ —</p>	<p>Under Tunisian law, people with special needs have the right to work and benefit from equal opportunities in access to employment.</p>

		<p>The Human Resources Department will highlight in all job advertisements that the company is an equal opportunity/inclusive employer that welcomes applications from all groups of society and that reasonable adjustments can be provided, if needed.</p> <p>Please find below the communication email to the human resources department.</p> <p> Persons with special needs.png</p> <p> Persons with special needs _ Travelife Partner.pdf</p>
<p>2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓ —</p>	<p>This requirement has been added as an action plan. We are currently working on the employee satisfaction survey, which will be carried out at least once every two years. The employee satisfaction survey will be anonymous for all employees. Follow-up meetings will be organised with team leaders and managers.</p> <p>Please find below the communication email to the human resources department.</p> <p> Measuring employee satisfaction _ Travelife partner.pdf</p>

Training and education

3

Action		 Details
<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</p>	<p>✓ —</p>	<p>A project to introduce an occupational health and safety policy is planned for 2025, with annual membership of the occupational medicine group.</p>






<p>risk and crisis management).</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>— In DTS Tunisia, we provide regular training and guidance sessions to our employees to encourage them to develop their competencies.</p> <p>We ask employees about trainings they are interested in We dedicate a yearly budget to staff trainings We give the option to attend training during working hours We keep a record of employees' trainings (eg. certification, Participation list,..)</p> <p> German training _ Siwar.pdf</p> <p> Data protection training _ Siwar.pdf</p> <p> English Training _ Amira.pdf</p> <p> E_learning_certificate_The_Code_ Siwar.pdf</p> <p> Anti_corruption training_ Siwar.jpg</p>
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>— We offer students the opportunity to do a work placement within our company.</p> <p>1</p> <p> internship request.pdf</p>





3. Internal management: environment and community relations





37

Procurement

6









Action			Details
<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>DTS Tunisia has implemented a policy to reduce the use of disposable and consumable goods (uploaded below). This policy outlines the actions to be taken to measure and actively reduce the use of disposable and consumable products (in particular paper).</p> <p> Reduction of disposable and consumable goods policy _ Travelife.pdf</p>
<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>We have implemented this policy in our purchasing process, which gives preference to sustainable suppliers and products where these are available locally and of sufficient quality. For example, we have chosen to buy only Navigator Universal A4 80gsm paper (pack of 2500), since this paper is recyclable and produced with a focus on environmental responsibility. Navigator is an FSC certified brand, ensuring that the wood used in its production comes from responsibly managed forests. Accreditation: EU Ecolabel/FSC/ISO 14001/PEFC, FSC: Yes.</p> <p> Low energy equipment.PNG</p> <p> Office paper.PNG</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has</p>	✓	✓	<p>We are using Navigator Universal A4 Paper 80gsm White (Pack of 2500). This paper is produced with a focus on environmental responsibility. Navigator is an FSC certified brand,</p>

<p>proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>			<p>ensuring that the wood used in its production comes from responsibly managed forests. Accreditation: EU Ecolabel/FSC/ISO 14001/PEFC Recyclable: Yes FSC: Yes</p> <p> NAVIGATOR.png  Office paper.PNG  FC240524.pdf</p>
<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>✓</p>	<p>We have put in place a policy to reduce the use of disposable and consumable goods (especially paper) We have sent an email to all staff to change all laser printers settings for double-sided printing (see screenshot of the email below). The IT manager will train staff in double-sided printing</p> <p> Impression recto_verso.pdf</p>
<p>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.</p>	<p>✓</p>	<p>✓</p>	<p>We do not offer coffee or tea to staff.</p>
<p>3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓</p>	<p>—</p>	<p>In order to protect the health of our employees, we will opt for more sustainable cleaning products and are committed to promoting the use of biodegradable and environmentally friendly products for cleaning our premises. This decision has been communicated to all concerned employees (see screenshot below).</p>

			 2024_12_14_09h47_29.png  Facture achat produits.pdf  Invoice_cleanning materiels.pdf  Facture MONSAPO 10_02_2025.pdf
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Paper (promotional materials)







3





Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).			DTS Tunisia does not print promotional material. It is provided by DERTOUR Group.
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 costs).			DTS Tunisia does not print promotional material. It is provided by DERTOUR Group.
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.			DTS Tunisia does not print promotional material. It is provided by DERTOUR Group.

Energy

9








Action			Details
<p>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.</p>	✓	✓	<p>DTS Tunisia has implemented a policy to reduce energy consumption.</p> <p>Energy consumption is monitored at group level directly by DERTOUR Group by means of annual reports (see attached). Sustainability reports for the previous year are requested in February each year.</p> <p>When we fill in the Excel template, only the following 4 columns need to be taken into account:</p> <p style="padding-left: 40px;">Column C: company's four-digit group number Column H: energy and fuel consumption value Column L: data quality (percentage value) Column M: comments</p> <p>In the case of deviations from the previous year, we need to provide a brief explanation in column M.</p> <div style="margin-top: 10px;">  2581_Upload_File_NH TM1_EN_2023 VF.xlsx  Energy reduction policy _ Travelife.pdf  Ensemble, réduisons notre consommation d'énergie !.pdf </div>
<p>3.11. Monitoring energy consumption and sources 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>We already calculate electricity consumption once a year, and a report is sent to the Group in February. (Below the report of 2022 and 2023)</p> <p>123220</p>

			 Copy of 2581_Upload_File_NH TM1_EN_2023.xlsx  Copy of 2581_Upload_File_NH TM1_EN_2022 _002_.xlsx
3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	In DTS Tunisia, energy is provided by local government (STEG)  Facture STEG.pdf
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	This requirement has been added as an action plan: We are looking to consult carbon offsetting companies in Tunisia in order to comply with this requirement.
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.	✓	—	At DTS Tunisia, 86.85% of the lighting is LED and we have informed our Heads of Agencies of our commitment to purchase only LED lamps from now on.  lamp monitoring status.xlsx
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.	✓	✓	DTS Tunisia has implemented an Equipment and light "switch off" policy.  Equipment and Light switch_off policy _Travelife.pdf  Ensemble, réduisons notre consommation d_énergie !.pdf
3.16. Light “switch-off” policy	✓	✓	DTS Tunisia has implemented an Equipment and light "switch off" policy.

Office lights are switched off after office hours.			 Equipment and Light switch_off policy _Travelife.pdf
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).	✓	✓	<p>When buying new equipment, DTS Tunisia gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p> <p>In case of not buying the lowest energy alternative this should be clearly motivated and documented based on price (life cycle) and quality (requirements).</p> <p>For IT equipment, and in line with the Group's requirements, we only buy ENERGY STAR certified brands: DELL and HP. When purchasing appliances, we look for EU energy labels or the Energy Star symbol and choose the most efficient option if it is locally available. We give preference to LED lights. This helps us achieve our goal of reducing electricity consumption.</p>  HP ecolabels.pdf  dell_consumer_energy_star.pdf  Low energy equipment.PNG
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	All our laser printers and PCs are set to energy-saving mode by default by the IT department.
















Water


3

Action			Details
<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>DTS Tunisia has implemented a water reduction policy to reduce water consumption.</p> <p>Water consumption is monitored at group level directly by DERTOUR Group by means of annual reports (see attached). Sustainability reports for the previous year are requested in February each year.</p> <p> 2581_Upload_File_NH TM1_EN_2023 VF.xlsx</p> <p> Water reduction policy _ Travelife.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>The water meter is recorded every 3 months and mentioned in the bill received.(below an example of invoice)</p> <p>We already calculate water consumption once a year, and a report is sent to the DERTOUR Group in February.</p> <p>17996</p> <p> Scan_20241017_165054.jpg</p> <p> Scan_20241017_165132.jpg</p> <p> 2581_Upload_File_NH TM1_EN_2023 VF.xlsx</p>
<p>3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets</p>	✓	—	<p>The toilets in all our agencies are equipped with dual flush toilets or other water-saving devices.</p>

Waste management



7




Action			Details
<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>			Waste is disposed of by the local government.
<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>DTS Tunisia has implemented a waste reduction and recycling policy (uploaded below)</p> <div data-bbox="1025 654 1075 726"></div> <p data-bbox="1086 702 1411 726">Impression double face.PNG</p> <div data-bbox="1025 734 1075 805"></div> <p data-bbox="1086 774 1668 805">Waste reduction and recycling policy _ Travelife.pdf</p>
<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>			DTS Tunisia does not provide any packaged products.
<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>This requirement has been added as an action plan. To reduce the number of plastic bottles consumed, water fountains will be installed in our agencies.</p> <div data-bbox="1025 1181 1075 1252"></div> <p data-bbox="1086 1220 1489 1252">DEVIS STE DTS Tunisie _002_.pdf</p>
<p>3.26. Reuse / recycling of waste</p>			At DTS Tunisia, we will install four types of recycling bins in each agency to ensure that all

<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>waste is separated: plastic, glass, organic waste, hazardous waste and paper. We also recycle remote control batteries through our partner 'Tunisie Recyclage'. Other types of waste are collected by the local authorities.</p>  Tunisie recyclage.PNG
<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ —</p>	<p>This requirement is controlled by our IT department. Unfortunately, we haven't yet found a printer cartridge recycling centre in Tunisia.</p>
<p>3.28. Recycling of batteries 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>At DTS Tunisia , With the aim of recycling our used batteries, we have contacted an association that allows us to drop off our batteries at their collection centre called 'Tunisie Recyclage' in December each year. To do this, we take care to collect our batteries in a place that is isolated from other waste.</p>

Reducing pollution



2

Action	 	Details
<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>	<p>✓ ✓</p>	<p>We do not treat waste water and/or grey water.</p> <p>Water is disposed through the government sewage system.</p> <p>https://www.sonede.com.tn/en/home/principal-content/all-about-water</p>

<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>	<p>✓ —</p>	<p>We minimize the use of harmful substances by replacing them with biodegradable alternatives such as natural cleaning products (ecological liquid soap, vinegar, biodegradable black soap, biodegradable washing-up liquid, etc.) as mentioned in 3.6 Cleaning materiels We will look for sustainable local paints. We do not use any pesticides in our offices We're looking for an ink recycling centre</p> <p> Recyclage des cartouches d_encre.PNG</p> <p> Recyclage cartouche d_encre.PNG</p> <p> Ecological paint.png</p>
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Mobility

5

Action	 	Details
<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>Unfortunately, in Tunisia, it is difficult to propose sustainable solutions for travel to and from work. Public transport is not as well developed as it might be in other places, and our staff live in different regions, which means that they have to use private means of transport (cars, motorbikes, etc.).</p> <p>But we have adopted practices aimed at reducing staff travel:</p> <p>Limiting travel where possible (for example, we encourage virtual meetings (Teams) to reduce unnecessary travel between agencies). Adapt to local conditions by encouraging employees to work in their local area to minimise travel between home and work. We ensure that every journey made by employees counts and has a clear purpose. We encourage car-pooling for business travel.</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>This requirement has been added as an action plan. DTS Tunisia will record the business trips made by staff members with the aim to reduce and offset Co2 emissions.</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>We are looking to consult carbon offsetting companies in Tunisia in order to comply with this requirement.</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>There are no incentives for employees to use public transport or sustainable means of transport.</p> <p>Unfortunately, in Tunisia, it is difficult to propose sustainable solutions for travel to and from work. Public transport is not as well developed as it might be in other places, and our staff live in different regions, which means that they have to use private means of transport (cars, motorbikes, etc.).</p>
<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>In our agencies, we offer tele-meetings, which can help us reduce costs. We offer online training rather than face-to-face training. We look for the latest technologies and enable our staff to use them.</p> <p>All DTS Tunisia employees live and work in the same region.</p>

Sustainability training and awareness raising

Action			Details
<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>We have informed all employees about the training available on the Travelife platform. We have already shared our mission and vision statement with all our employees. The sustainability coordinator also made employees aware of the Travelife partner project during our annual team building event in November 2024. Once our sustainability policy is developed, we will share it with all employees. We have drawn up a number of policies, including: Energy reduction policy, Equipment and light switch off policy, Water reduction policy, Reduction of disposable and consumable goods. These policies will be communicated to all staff, and an awareness plan on these policies will be put in place. Due to the DERTOUR Group's commitment, a child protection course provided by The Code has been made obligatory for all employees and must be attended once a year. The CSR, as far as it is able and available, encourages and motivates staff to attend training courses on sustainable development.</p> <p> E_learning_certificate_The_Code_Siwar.pdf</p> <p> Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf</p> <p> Formation sur le Développement Durable – Inscription sur la plateforme Travelife.pdf</p> <p> Ensemble, réduisons notre consommation d'énergie !.pdf</p>

Land use and community relations

1

Action			Details
<p>3.37. Land use and construction</p>	✓	✓	<p>DTS Tunisia has no premises.</p>











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.			
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4. Inbound partner agencies

7



Inbound partner agencies

4

Action			Details
<p>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.</p>			We have no inbound receptive agencies.
<p>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).</p>			We have no inbound receptive agencies.
<p>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 exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>			We have no inbound receptive agencies.
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>			We have no inbound receptive agencies.

Specific conditions

3



Action			Details
4.5. Contracts Written contracts with partner agencies are in place.	✓	✓	We have no inbound receptive agencies.
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).	✓	✓	We have no inbound receptive agencies.
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓	We have no inbound receptive agencies.

5. Transport

4



Selecting transport suppliers

3

Action			Details
<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>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>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>To reduce the number of individual vehicles used for transfers, DERTOUR GROUP offer to clients a shared transfers vehicles. This encourages clients to choose group transfers over individual ones.</p> <p>The same approach is applied to excursions, as we encourage group tours (with Bus) rather than private tours.</p>

Sustainable packages

1


Action			Details
<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>Clients of DERTOUR Group may chose the category "sustainable holidays" for an info on all sustainable certified hotels and all sustainable products offered: https://www.dertour.de/nachhaltiger-urlaub</p> <p>The company created an internal appraisal tool to categorize excursion to their level of sustainable content & partners.</p>


6. Accommodations

11

Accommodations

7

Action		Details
<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>

		<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>Concerning our third party business, we did not create or publish a formal accommodation policy.</p> <p> sustainability label.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) contractors purchase accommodations towards the group goals of the DTG and so all contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. (See workshop material enclosed)</p> <p>Concerning our third party business, we did not create or communicate a formal accommodation policy.</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>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</p> <p>Concerning our third party business,a portfolio is created with all available possibilities,and our clients can choose.</p>
<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</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>sanctions) which is clearly communicated to partners and/or accommodation providers.</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>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>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>✓ ✓</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</p>

		<p>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=L149709314.1681715007.EAIaIQobChMlr6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE</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 logos/indications).</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>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):</p> <p>https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023</p> <p>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.</p>

Specific conditions

4

Action			Details
<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>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>DTS Tunisia are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract.</p> <p>Below the clause in SCOC that refer to Prohibition of child labour:</p> <p>Prohibition of child labour: The minimum age of a child for admission to employment must be above the age at which</p>

		<p>compulsory education ends under the law of the place of employment, but in no case below the employment age of 15 years, unless one of the exceptions recognised by the ILO applies (cf. ILO Convention No. 138) and applicable local law also provides for that exception. In order to ensure compliance with the above, reliable age assessment methods must be used when recruiting staff, provided however that such methods must not, under any circumstances, lead to any degrading or undignified treatment of employees or applicants.</p> <p> DERTOUR Group_SCoC 2.0_EN_final.pdf</p>
<p>6.9. Accommodations respecting and featuring local architecture, 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>✓ ✓</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>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 accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way.</p> <p>This is also valid for all contracts with third party 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 integration</p>

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 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.

		<p>Our SCOC is uploaded below.</p> <p> DERTOUR Group_SCoC 2.0_EN_final.pdf</p> <p> Invitation Child Protection in tourism October 2024 Tunisia Djerba.pdf</p>
<p>6.11. Local communities resources 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 standards Service providers shall comply with national laws, regulations and standards relating to protection of the environment.</p> <p>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.</p> <p>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</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 form the foundation for our daily actions and apply to all employees including managers and directors.</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.

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All DMCs in the network are obliged to integrate the DERTOUR 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.**



7. Activities






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Activities

5

Action		 Details
<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></p>	<p>The creation of an inventory of environmentally and culturally sensitive excursions on offer in each destination has been added to the action plan.</p> <p>Overview of Total Excursion Base: DTS TUNISIA has developed a comprehensive inventory of excursions, which are designed to align with environmental and cultural sensitivity standards. These activities are provided either directly by our company or in collaboration with local partners, to ensure an authentic and sustainable experience for clients.</p> <p>Identification of Sensitive Excursions: We have categorized and identified excursions that are sensitive based on their interaction with the local environment, communities, and cultural heritage. Examples include:</p> <p style="padding-left: 40px;">Cultural heritage tours: Visits to historic sites and museums while ensuring compliance with conservation protocols. Nature and wildlife excursions: Safaris and guided tours in protected areas with strict adherence to wildlife protection guidelines.</p> <p>45</p> <p> EXCURSIONS DJERBA_ZARZIS.pdf</p> <p> excursions 2024 mainland.xlsx</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>✓</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 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>Supporting documents are uploaded below.</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 5px;">  DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_confidential_2021.05.14_2.xlsx </div> <div style="display: flex; align-items: center;">  Workshop creating responsible excursions.pdf </div> </div>
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		 Guideline responsible excursions_16.07.24.pdf  responsible excursions _ Appraisal Tool.pdf
<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>The DMC network communicates indirectly its sustainability policies and guidelines in all supplier contract with the DERTOUR Groups Code of Conduct.</p>  DERTOUR Group_SCoC 2.0_EN_final.pdf  SCOC_Supplier Djerba explore.pdf
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. 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>✓ —</p>	<p>Currently, DTS TUNISIA is working on distributing codes of conduct/guidelines for sensitive excursions or activities to all our suppliers.</p>  Distribution of codes of conduct_guidelines for sensitive excursions or activities _ Travelife Partner.png
<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>DTS TUNISIA does not have a certified excursions, but we are working in creating and getting the label responsible excursions with DERTOUR “engage logo”</p>


		 ENGAGE LOGO.png  Responsible Excursion.PNG  Responsible Excursion.pdf
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Specific criteria


7

Action		Details
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>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) 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>DTS TUNISIA is obliged to communicate the SCOC to all suppliers.</p> <p> DTG_PortfolioAnalysis_AnimalWelfare_TEMPLATE_EN_2023.xlsx</p> <p> SCOC_Supplier Djerba explore.pdf</p>
<p>7.7. Wildlife featuring 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.</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 Febuary 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: 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.</p> <p>Information on DER Touristik Germany:</p> <p>See enclosed guidlines of marketing, product development, communication, etc. in animal welfare.</p> <p>See attached: Animal Welfare Policy of DERTOUR Group & DMC network</p>

		 DTG_PortfolioAnalysis_AnimalWelfare_TEMPLATE_EN_2023.xlsx
<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 Febuary 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 guidlines of marketing, product development, communication, etc. in animal welfare.</p> <p>See attached: Animal Welfare Policy of DERTOUR Group & DMC network</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> <p>See enclosed guidlines of marketing, product development, communication, etc. in animal welfare.</p> <p>DTS TUNISIA does not offer any kind of wildlife interactions, and all our portfolio of excursion respect the Animal Welfare Policy of DERTOUR Group & DMC network.</p> <p>See attached: Animal Welfare Policy of DERTOUR Group & DMC network</p>
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		 Animal_Welfare_Policy_DER_Touristik_Group.pdf
<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>	<p>✓ —</p>	<p>At sensitive culturally or heritage sites, guests will be guided by skilled and/or certified guides.</p>
<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>	<p>✓ —</p>	<p>All guests are introduced to the local history, culture, religion, and traditions through various activities and visits included in the excursion.</p> <p>Example of 'Excursion Island Tour (Djerba traditional) :</p> <p>Here are the details of how these aspects are covered:</p> <ul style="list-style-type: none"> Ø Local Ghaila Museum: Guests receive an in-depth introduction to the history of Djerba and Tunisia. The museum provides detailed exhibits on the island's archaeological and cultural history, showcasing artifacts and displays that highlight the region's historical development. Ø Local Djerba Hood in Erriadh: This visit includes a long walk through the open-air museum of street art created by artists from around the world. The guide explains the significance of the artworks, the artists' backgrounds, and how this project has revitalized the local culture, blending contemporary art with traditional settings. Houmt Souk: During free time in "Houmt Souk", guests have the opportunity to interact with locals, explore traditional markets, and experience the daily life and culture of Djerba. This allows them to see local crafts, traditional clothing, and other cultural elements firsthand. Ø Religious Ghriba Synagogue: The visit to the synagogue includes explanations about its historical and religious significance. Guests learn about the Jewish community in Djerba, the history of the synagogue, and its role in the local religious landscape. The guide provides insights into Jewish traditions and practices observed in the area. Ø Traditional Ghaila Museum: In addition to history, the museum offers a look into traditional customs and daily life on the island. Exhibits detail traditional clothing, tools, and household items, giving guests an understanding of how local traditions have been

		<p>preserved over time. Ceramic Workshops: The visit to the pottery village of Guellala allows guests to see traditional pottery-making techniques in action. Artisans demonstrate their craft, explaining the processes and cultural importance of pottery in Djerba.</p>
<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>	<p>✓</p>	<p>Our company integrates activities into its packages that align with principles of sustainability and biodiversity conservation. These excursions are designed to offer clients meaningful experiences while supporting the preservation of local ecosystems and cultural heritage.</p> <p>Examples of Excursions Supporting Environmental and Biodiversity Protection:</p> <p>Excursions to Natural and Protected Areas:</p> <p>Tataouine Chenini (1 day): Explore a region rich in natural beauty and Berber heritage while promoting sustainable tourism practices. Ksar Ghilane (1 day or 2 days): Visits to this desert oasis, ensuring minimal ecological impact while educating travelers about the importance of preserving desert ecosystems.</p> <p>Marine and Coastal Activities:</p> <p>Exploration Diving (1h30): Guided diving sessions conducted in a way that protects marine ecosystems and educates participants about underwater biodiversity.</p> <p>Adventure and Outdoor Activities:</p> <p>Quads (various durations): Carefully managed quad excursions in all areas to minimize environmental disturbance while offering travelers unique outdoor experiences.</p> <p>Cultural Heritage and Local Community Engagement:</p>

Island Tours (1 day or ½ day): Visits to local landmarks and cultural sites, promoting the preservation of local traditions and environments.

Additional Measures to Support Sustainability:




All excursions are designed to minimize environmental impact while educating travelers about the importance of biodiversity and conservation. Guides are trained to provide information on local flora, fauna, and environmental issues. Travelers are encouraged to adopt eco-friendly practices, such as avoiding litter and staying on marked trails.

8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action		Details
<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>At DTS Tunisia, Representatives are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local laws.</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</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>

above the legal minimum or relevant industry standard.

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.

@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.

In our employment contracts, the salary/wage is mentioned.

We don't give any salary in DTS Tunisia under legal minimum wage, Please note that DTS Tunisia, is in compliance with social regulations since all our salaries are above the legal minimum wage.

Below is an example of a guide contract.



Modèle de contrat de Travail CDD.pdf






8.3. Qualification and training

Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.













The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:

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 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>@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>Representatives are trained online by the Travellife platform on sustainable development, animal welfare and childcare.</p> <p> Moncef Haddad _ Animal Welfare.pdf</p> <p> Moncef Haddad _ Guides and Sustainability.pdf</p> <p> Moncef Haddad _ Leading the way! _ Guide training.pdf</p> <p> Moncef Haddad _ Child protection training.pdf</p> <p> chawki djelassi_ Animal welfare.pdf</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 with it.</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> <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>This requirement has been added to the action plan.</p> <p>The sustainable development policy is available to all employees, guides, suppliers and the general public via this link : Sustainability-policy-DTS-Tunisia.pdf</p> <p> Microsoft Outlook _ Memo Style.pdf</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> <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>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> <p>Mandatory online trainings: 2 Rep trainings in Sustainability, as well as animal welfare and</p>

		<p>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> <ul style="list-style-type: none">  Mariem Sayah _ Training in child protection'pdf.pdf  Mariem Sayah 'Animal Welfare'pdf.pdf  Moncef Haddad _ Animal Welfare.pdf  Moncef Haddad _ Guides and Sustainability.pdf  Moncef Haddad _ Leading the way! _ Guide training.pdf  Moncef Haddad _ Child protection training.pdf  Formations en ligne Guides et Représentants.Travelife .png  Mariem Sayah_ 'Tour operators and sustainability' pdf.pdf  Mariem Sayah_ Leading the way' pdf.pdf  chawki djelassi_ Animal welfare.pdf
<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>This requirement is added as an action plan.</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>Giudes 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 inittatives & collaborations (futouris), compliance on human rights, data protection, handling emergencies and complaints.</p>

		<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.</p> <p>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).</p> <p>In the past, information flyers on child safeguarding were handed out to our clients. Today, guides & reps link back to the input on sustainbale matters on "dertouristik-reiseleitung.com", inform about the DER Touristik Group's Code of Conduct when needed and about information materials on dertouristik.com.</p> <p>About local representatives that are directly employed in our Destination:</p> <p>The local representatives informs guests if there is a special behavior and dress code (for exp. kippah in synagogue in Djerba), about the environment they'll be visiting and how to minimize their impact, Respectful and courteous exchange between hosts and guests is facilitated during the stay at the destination.</p> <p>Info Briefings :</p> <ul style="list-style-type: none"> • Pre-Departure Briefing: Before the excursion begins, guests receive a briefing from the Rep about the local flora and fauna they will encounter, highlighting unique species and ecosystems in the destinations. • Environmental Challenges: The briefing also covers current environmental challenges in the region, such as habitat degradation, water scarcity, and pollution. <p>During the Tour :</p> <ul style="list-style-type: none"> • Guided Information: Throughout the excursion, the guide provides detailed information about the local environment at each stop.
<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</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</p>

of children.

the anual fee of The Code.

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

How to get to the training:

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

@DMC: This is also applicable to guides contracted by the DMC, since they are part of the DER Touristik Group. Please inform all of your guides.

All employees of DTS are obliged to pass the online training on child safeguarding of The CODE.

Please find their certificates below.



Amine Jaballi _The Code s e_learning module _ Tour Operator and Travel Agent.pdf



Siwar_Romani_Agents de voyages_E_learning_certificate_The_Code.pdf



manel_maknidtservices_travel_1136307_237_20240703_d3d362023c.pdf



Moncef.Haddad_Les_Guides_touristiques_E_learning_certificate_The_Code.pdf








chawkidjlassi_Tour_operateursAgents_de_voyages_E_learning_certificate_The_Code.pdf

9. Destinations

4







Selection of destinations

2

Action		Details
<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> </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>The same approach applied for our third party clients.</p>
<p>9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p> </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>The same approach applied for our third party clients.</p>

Local projects and initiatives

2

Action		 Details
<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> DTS TUNISIA is not engaging in initiatives that improve the relationships between accommodations and local producers.</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.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 Inhouse tour operator:</p> <p>Manta Reisen (TourCert certified)</p> <p>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</p>

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.


DTS Tunisia 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

12

Action		Details
<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>All DTS Tunisia employees are informed of the 15 important rules on data protection, GDPR law. They are also trained in data protection.</p> <p>Please find below supporting documents (Certificats, emails ..)</p> <p>The privacy policy in DTS website: https://dtservices.travel/privacy/</p>

		<p> Framework Agreement Incoming Agency_exclusively for internal use within the Group.pdf</p> <p> Handling ID Card _ Passport Copies.pdf</p> <p> Dos and Donts_last updated 05.Sep 2024 _003_.pdf</p> <p> E_Learning on Data Protection.pdf</p> <p> Data protection Do_s and Don_ts.pdf</p>
<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>DMCs are not involved in marketing and promotion (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> <p>DMCs are not involved in marketing and promotion (handled by clients/ tour operator).</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</p>

		<p>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 souvenirs 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>This question refers to information before arrival at the destination. The DMC does not handle this information but its clients, the tour operators.</p>
<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>✓ —</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: 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>This question refers to transportation before arrival at the destination. The DMC does not handle this information but its clients, the tour operators.</p>
<p>10.6. Sustainable transport</p>	<p>✓ ✓</p>	<p>This question refers to transportation before arrival at the destination. The DMCs are not</p>

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.

handling these services. Please chose "not applicable" for an answer.

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 restauarants and goods, sustainable transportation option and many more.

Info on DER Touristik Germany

Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany.

Gernal information on alternative transport options during/to your holiday destination:

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>

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

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.

✓ ✓

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.

Information DER Touristik Germany:

		<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>This question refers to transportation before arrival at the destination TUNISIA(This means that when customers are in their home country, for example Germany). The DMCs are not handling these services.</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>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. DMC clients are Tour Operators, not end clients/consumers.</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> <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</p> <p>Info in Detail:</p> <p>2. Booking confirmation quotation:</p> <p>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</p>

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

o Retrieval of invoice (only for customers with direct collection) and travel documents

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.

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>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 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 sustainble 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) <div style="display: flex; align-items: center; margin-top: 20px;">  sustainability label.xlsx </div> <div style="display: flex; align-items: center; margin-top: 5px;">  GSTC Hotels TUNISIA.pdf </div>
<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</p>	<p>✓ —</p>	<p>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).</p>

<p>holidays and transport options, if available.</p>		<p>DMC clients are Tour Operators, not end clients/consumers.</p> <p>DTS TUNISIA assists the DERTOUR group by collecting and sending information about the certified sustainable hotels and those in the process of being certified.</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 DMC are informed on the individual webpage of the DMC.</p> <p>https://dtservices.travel/sustainability/</p>

After booking and during holidays

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Action		 Details
<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>✓</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. The DMCs are not handling these services.</p> <p>The same approach for our third party clients.</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>✓ —</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>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>

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 Dont's (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.

		<p>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!</p> <p>Behaviour in public (e.g. Dubai)</p> <p>Exchanging affection and swearing in public in the United Arab Emirates are punishable acts.</p> <p>Clothing (e.g. Dubai)</p> <p>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 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.</p> <p>Men must keep their legs and upper body covered when on the street and should not wear jewelry.</p> <p>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators,</p> <p>The same approach for our third party clients.</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓ —</p>	<p>@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.</p>

		<p>@DMCs: Please explain how you handle this information with third party clients.</p> <p>Info on DER Touristik Germany:</p> <p>Travel Documents: Security Advice</p> <p>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.</p> <p>Travel Documents: Health e.g. Buenos Aires</p> <p>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.</p> <p>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.</p> <p>The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators,</p> <p>The same appoche for our third party clients.</p>
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available</p>	<p>✓ ✓</p>	<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</p>

for emergency situations.

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/>

For our Third party clients we send to them (the tour operators) our contact list for each region.

		 Contact List DTS _ Tunisia Updated 01.11.23.xlsx  Tunisia Contact Details.pdf
<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 emergency 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> <p>Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439</p>

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).

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

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/>. 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.

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_souvenirratgeber_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 devices (e.g. irons, radios).

irons, radios). Cameras, video cameras, sports equipment etc. must be declared on import and

		<p>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>Attached you can find a list of illegal souvenirs available on the market in Tunisia</p> <p>The same approach for our third party clients.</p> <p> Illegal souvenirs in Tunisia _ DTS TUNISIA.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> <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 local services and goods 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 and more: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</p> <p>Attached you will find an example of local services and goods such as restaurants or shops that we support by promoting them to our customers.</p> <p>The same approach for our third party clients.</p> <p> Local Services and Goods in Tunisia _ DTS TUNISIA.pdf</p>
<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.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 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 TO it works with.</p> <p>The same approach for our third party clients.</p>
<p>10.23. Donations 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).</p>	<p>✓ —</p>	<p>@DMCs: Answer: "no". DMCs do not communicate with the endcostumer only the TO it works with.</p> <p>Please explain if you motivate endcostumors to donate to charitable projects you as a DMC support. If so, your answer can also be "yes".</p>

Info on DER Touristik Germany:

The travel 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>

DMCs do not communicate with the endcustomer only the TO it works with.

After holidays

3

Action		Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p> </p>	<p>@DMC: DMCs do not manage customer satisfaction but the tour operators they work with. 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> <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>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 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> <p>Information to DER Touristik Germany:</p> <p>Info Reiseunterlagen:</p> <p>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.</p>

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."

		<p>If the complaint is made on site, we will react directly and check the complaint with the representative and the hotel and do our utmost to resolve the problem.</p> <p>If the complaint is made before departure: The TO will send us the complaint by email and we will also check all 5 points with the weekly report of the representative and the service providers (all this with correspondence for traceability).</p> <p>Of course afterwards we will reply to the TO whatever the answer.</p> <p>The requirement to put in place clear procedures in the event of customer complaints is added as an action plan.</p>
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