

Sustainability policy of Destination Touristic Services GmbH



Purpose

As a tourist company working with various tourism stakeholders, namely consumers, employees, tour guides, representatives, instructors, travel agencies, hotels, transport companies, restaurants and attractions, we understand our key role and influence in the sustainable development of tourism. That is why we are committed to promoting sustainability. We strive to follow, implement and promote good local and international sustainability practices to maximize the positive impacts and minimize the negative impacts of our operations and influence our customers and partners to do the same.

Scope

This policy applies to all staff who work at Destination touristic services Ltd. on a permanent or fixed term contract, as well all suppliers, and partners of Destination touristic services Ltd. who are expected to fully uphold objectives under this policy. It will be also communicated to our customers and wherever possible they will be asked to meet this policy as a minimum standard.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments. The implementation of this policy will be led by the Sustainability Coordinator in cooperation with the executive level of Destination touristic services Ltd.

Sustainability management & legal compliance

Sustainability commitment

Destination touristic services Ltd. leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

Sustainability commitment

Destination touristic services Ltd. leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Destination touristic services Ltd. follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Destination touristic services Ltd. commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Internal management: social policy & human rights

Human resources policy

Our administration is committed to provide good working conditions for its employees and actively to defend human rights.

We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy:

- All employees in the company are employed with a written employment contract, according to the standards of national and international labor law.
- The company pays salaries equal to or higher than the statutory minimum wage for the country.
- All employees in the company have health and social insurance, according to national legislation.
- The company provides its employees fixed paid annual leave and sick leave and unpaid annual leave
- The company has an established health and safety policy for employees that meets national legal standards.
- There are first aid kits and trained staff in all suitable places.
- Employees work the statutory number of hours so that our business meets national and international labor law and standards. In cases where employees work overtime, their work is paid extra.
- All employees are treated fairly and respectfully, regardless of their sexual orientation, gender, age, ethnicity, nationality, religion or disability.
- Promoting employment opportunities for people with special needs.
- There are no underage employees in the company and they are not hired.
- All employees are free to start work of their choice and leave when they choose, without penalty, subject to the terms of their written contracts;
- Organizing periodic training and instruction on the rules of safety and health at work.
- Employees are encouraged to actively develop in their departments by improving their skills through training, foreign language lessons and opportunities for development and growth in society.
- We have documented effective procedures for employees to express their complaints and recommendations.

- We have developed a system for regular measurement of employee satisfaction and to periodically consider the results of it.
- Where possible, seasonally employed employees of Destination Touristic Services Ltd. are offered to use free accommodation, food, uniforms, laundry, transport to and from work.
- Our business relies on most people in the area, helping to reduce unemployment in the area.
- All employees are free to join a trade union or similar organization that is to protect and represent the rights of the employees.
- Health and safety policy in Annex I is an integral part of the employment contract for all employees of Destination Tourist Services Ltd.

Internal management: environment

For Destination Tourist Services Ltd. the environment and pure nature are a key element of the final product we offer to our partners and clients. Our team of managers and employees are committed to protect the environment and the atmosphere, preserving a clean and pristine natural environment. In this regard, we apply the following environmental policies in our activities.

- We work actively to reduce the use of disposable goods and packaging.
- Water-saving actions in the company's offices, which include toilets with a low degree of leakage, as well as aerators to save water losses, installed on sinks and showers.
- We use energy saving measures, including: intelligent use of light in all offices of the company and low energy lighting and workstations.
- We offer every employee free transport with company cars, in accordance with the working hours of each position, thus limiting the need to use personal cars.
- We measure and monitor business trips and missions, strive to minimize them and use more sustainable modes of transport (rail transport instead of flights).
- We reduce the impact of transport on business trips, through online meetings and home work policies.
- We offer training to all our staff on our environmental commitments so that each member understands their role in achieving our goals.
- We have implemented a system for separate waste collection and inform our customers and train our staff to help us reduce the harmful effects on nature.
- Copiers and printers are set by default for duplexing or other forms of paper-saving modes.
- We apply waste reduction methods when using refill systems instead of disposable ink heads and refillable toner cartridges.
- We use cleaning materials that are non-hazardous and biodegradable and, where possible, eco-certified.

- The printing of paper brochures is minimized, we are guided by the policy "only on the Internet", where it is necessary to work with a printing company that works with a certified environmental management system.
- Our future goals are to continue to use electricity and water in more economical ways, always and where possible, to reduce the amount of wastewater and waste of drinking water, waste of electricity.

Carbon management of office operations

- Destination touristic services Ltd. is committed to reduce the carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Monitoring and measuring carbon footprint with the aim to reduce and offset remaining amounts.
 - Encourage remote working where possible and, where this is not possible, make it easier for employees to limit their carbon footprint by using environmentally friendly modes of transport.
 - Offsetting our remaining direct and indirect carbon footprint from business travel and fossil energy use through the Myclimate platform (in collaboration with DER Touristik Group).

Land use

- Destination touristic services Ltd. offices are located in an urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

Destination touristic services Ltd. is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.

Destination touristic services Ltd. expects its suppliers to adhere to a "Code of Conduct", that includes the following responsible business practices:

- Complying with all local, regional, national, and international regulations
- Respecting all human rights including labour rights, children's rights, and women's rights
- Committing to fair employment conditions
- Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Protecting children from (sexual) exploitation through tourism
- Protecting the environment and natural resources
- Acting in the best interest of local communities

Our complete supplier "Code of Conduct/Code of Ethics" is available here:

[Human-Rights-Commitment_DER-Touristik-Group_eng.pdf \(dtservices.travel\)](#)

[rewe-group-supplier-code-of-conduct-valid-from-2023.pdf](#)

Following a zero-tolerance policy, Destination touristic services Ltd. will immediately terminate any relationships with suppliers that violate our policies and the "Code of Conduct", specifically through acts of bribery,

corruption, discrimination, and violation of human rights.

- Destination touristic services Ltd. prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.
- Destination touristic services Ltd. prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, Destination touristic services Ltd. prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp or ISO.
- Destination touristic services Ltd. actively collaborates with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- Destination touristic services Ltd. maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Based on the monitoring of our key service providers, we have developed and implemented a policy to improve the sustainability of our partners. Our goal is to share the pursuit of sustainable development with every partner in our business.

Transport

Destination Travel Services Ltd strives to ensure that the vehicles used in our travel itineraries and programs do not cause more than average pollution to the environment. We believe that transport is an important aspect of sustainable tourism, and we do everything we can to reduce the average level of pollution.

We are committed to this by:

- When selecting transport for our clients or business-related travel, we choose the most environmentally friendly options available for travelling, taking into consideration distance, price, route, and comfort.
- Destination touristic services Ltd. only works with transport providers that adhere to the company's "Code of Conduct".
- Using appropriate vehicle sizes for group sizes and purchasing most efficient vehicles available
- Using transport consolidators - both for transfers and excursions. This means using a "sit in coach" - shared vehicles instead of engaging minibuses.
- Training drivers on eco-driving techniques

Destination touristic services Ltd. develops together with the tour operator- DER Touristik, and will implement a system in place – to measure and compensate for the unavoidable GHG emissions produced from transportation. Compensation costs could be included by default in the package price or compensation will be actively promoted to the clients as a booking option.

Accommodations

Destination touristic services Ltd. is trying to achieve a tourism supply chain that is completely sustainable.

Accommodation partners play an important role in achieving this goal and they are encouraged and motivated to adapt sustainable practices in their activities.

We commit to this by:

- Accommodation places sign a mandatory annex for sustainable policy to the accommodation contract, that focus on child labor, the fight against corruption and bribery, waste management and biodiversity conservation.
- Ensuring that children's rights are respected and protected by our partners through our accommodation chain.
- Existence of a clause in the contracts along the whole value chain, indicating a common policy of refusal and zero tolerance for the sexual exploitation of children.
- Existence of a clause on this aspect in their contract, which allows the travel company to terminate the contract prematurely if the accommodation provider does not take adequate measures to prevent the sexual exploitation of children.
- Support, cooperation, and involvement of stakeholders in the prevention of sexual exploitation of children. As of 01.12.2023 all Destination touristic services Ltd. employees have successfully completed the training “Child Safeguarding - Online Training 'The Code’”.
- Giving clear preference to accommodation that operates with internationally recognized standards (e.g. recognized by GSTC) and / or Travelife certificates.
- Motivating and encouraging our hotel partners to offer a sustainable and certified product.
- Selection of accommodations that meets sustainability and quality standards, with special emphasis on the following elements:

Have they signed a sustainability agreement?

Do they have a water saving program?

Do they have an energy saving program?

Do they have a waste management program?

Do they have a sustainable supply chain?

Do they have a child protection policy?

Do they have workplace safety and health programs?

- Preference and selection of accommodation that is locally owned and managed.
- Selection of accommodation places that employ workers mainly from local communities.
- Work with accommodation and restaurants that include elements of local art, architectural or cultural heritage.
- Respecting the intellectual property rights of local communities.

Activities & Excursions

Destination touristic services Ltd value animal welfare and environmental protection extremely high and strive for excursion routes that leave zero or minimal damage. We preserve the authenticity of communities and the natural environment and are strongly opposed to wildlife damage and environmental pollution.

- Destination touristic services Ltd. only works with excursion providers that adhere to the company's "Code of Conduct".
- All excursions and activities run by or on behalf of our company respect local customs, traditions, cultural integrity, and natural resources.
- Destination touristic services Ltd. is committed to not offering any activities and excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Destination touristic services Ltd. gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.
- Destination touristic services Ltd. has clear guidelines and "Codes of Conduct" in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.
- Destination touristic services Ltd. provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

Destination touristic services Ltd. understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behavior to them. Therefore, we make sure that all guides hired by or leading tours on behalf of our company are trained regularly and knowledgeable in the sustainability topics of the destination. We strive to involve as many locals as possible by hiring 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, including working conditions and job descriptions, and fully understand the rules and conditions of work.
- Ensuring that our local partners comply with all applicable international, national, and local laws and regulations and meet the minimum required legal standards.
- Ensuring that our tour guides, representatives, and other contract staff are qualified and regularly trained.
- Ensuring that our employees are informed about the relevant aspects of our sustainability policy and comply with it through newsletters, links or supplements to contracts, emails and their inclusion in trainings and information sessions.
- Proposing a special module for sustainable travel in the training program for local guides and representatives, which focuses on the main responsible aspects of tourism, followed by the role expected of employees. This module will also include knowledge of the destination and its relevant aspects of sustainability.
- Our guides and local representatives inform clients about relevant sustainability issues in the destination (eg

conservation of flora, fauna and cultural heritage, use of resources), social norms and values (eg tips, clothing code and photography) and human rights (eg sexual exploitation) This will include training on how to check the requirements for excluding child abuse.

- As of 01.12.2023 all Destination touristic services Ltd.employees have successfully completed the training “Child Safeguarding - Online Training 'The Code’”.

Destinations

Sustainable destination

Destination touristic services Ltd. strives to maximize the positive impacts and minimize the negative impacts of our activities on the destination to ensure the sustainable development of the places where we work.

We are committed to this by:

- Compliance with legally justified provisions on spatial planning, protected areas and cultural heritage. Also, compliance with destination management strategies of local, regional and national authorities.

Contribution to local communities / local economic network

- Destination touristic services Ltd. commits to positive contribution to the destinations in which we operate, by:
 - Influence and support of local government (where possible, together with other tourism companies and stakeholders) on sustainability, destination planning and management, use of natural resources and socio-cultural issues.
 - Working with people in the region and local businesses to support the economy, the community and to protect the local traditions.
 - We respect and consult with the local community on issues that may affect life in the region, ensuring that their views are considered in business decisions.
 - We actively manage and monitor the protection of children from abuse or tourism-related sexual exploitation.
 - We support the local community through charitable or non-monetary donations to schools, groups or initiatives that work to improve the lives of local people, protect the environment, or preserve the culture and traditions of the destination.
 - We popularize the destination for guests by introducing them to the interesting places in the Black Sea region and inland of Bulgaria, restaurants, markets, or craft centers to encourage them to get acquainted with the food, history, culture, and traditions of the country. On our website and in the information folders of the receptions in the main hotels, we present information about the local history, natural landmarks, culture, and traditions.
 - We provide guests with guidelines for appropriate dress or behavior outside of tourist resorts, especially when visiting sites of religious or cultural significance.

- We aim to work on a long-term basis with the local community and to participate with support and monetary donations for various local causes in supporting local business and culture.
- We actively support the conservation of biological diversity, including protected areas and areas of high biodiversity, through financial contributions, political support and integration into product proposals.
- Souvenirs containing endangered species of flora and fauna and / or historical and archaeological artifacts are not advertised in any form.

Environmental stewardship in destinations

- Destination touristic services Ltd. commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

Our customer protection is our priority. Therefore, we maintain a clear privacy policy [Privacy Policy – destination touristic services \(dtservices.travel\)](#) to ensure:

- Legal compliance in all regards.
- Customers and their data are protected
- Customers know how their information is being used

Acting as a DMC, we are not involved in marketing and promotion (handled by its clients/ tour operators).

Sustainability communication

Promoting (certified) sustainable accommodation, excursions, packages and transport options with logos or other messages, we ensure that they are recognizable to our clients and presented as the 'better' option.

According to the guidelines of DERTOUR for sales and communication of sustainable excursions, we offer to our customers a portfolio of approved responsible excursions with **the green label "engaged"**.

It indicates that "engaged" labelled products fulfil the requirements of our criteria catalogue for responsible products and have more sustainable content in the categories:

- Transport
- Experiences
- food & beverage

Contact / Responsible person

All staff members are responsible for compliance with and implementation of this policy.

All heads of departments are responsible for promoting and implementing this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, Mr. Vesselin Edrov, who can be reached at vesselin.edrov@dtservices.travel.

"DMC" is defined as a "Destination Managment Company"

"Destination touristic services" GmbH is the name of the Bulgarian DMC, as a part of the global DMCs chain of DER Touristik Germany.

Effective date

This policy is effective from 01.01.2023.

Revision history

This policy was revised on 31.12.2023.

This policy will be revised by 31.12.2024.

This policy was revised on 17.02.2025.

This policy will be revised by 31.01.2026.