

# Sustainability report - 2025

## Destination Touristic Services GmbH Travelife Partner - Bulgaria



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# 1. Reporting context

Destination touristic services Ltd.-Bulgaria team 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.

## 2. Company data

### **Destination Touristic Services GmbH**

Dunav Str. 5

9000 Varna

<https://dtservices.travel/>

[vesselin.edrov@dtservices.travel](mailto:vesselin.edrov@dtservices.travel)

**Tourist volume** >50000

**Number of employees** 5 - 25

**Type of tourism** Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Meetings, Incentives, Conferences and Events (MICE), Round tours

**Special target groups** Youth and students, Singles, Disabled, Seniors, Families with children

**Destinations offered**

### **Sustainability coordinator**

Vesselin Edrov

[vesselin.edrov@dtservices.travel](mailto:vesselin.edrov@dtservices.travel)

# 3. Introduction

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.

# 4. Mission statement & policy

## 4.1 Mission statement

### Vision & Mission Statement

As part of the DER Touristik Group, the Mission Statement of **Destination touristic services Ltd.** 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 behavior, 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.
- awarded as Travelife Partner 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

- As an international travel company, DER Touristik Group with its Destination Management Company Network (including **Destination touristic services Ltd.**) 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

## 5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	6	6
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	18	18
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# 6. Detailed overview

## 0. Company characteristics

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### Contact details

1

Action			Details
0.1. Sustainability coordinator			Vesselin Edrov vesselin.edrov@dtservices.travel +35952620995





### Organization structure

1

Action			Details
0.2. Awards			

### Brands, products, and/or services



2

Action			Details
0.3. Nature of business			Inbound tour operator, MICE

Please indicate which of the following activities are part of your business.			
<b>0.4. Sensitive activity types</b>  Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Built cultural heritage,Intangible cultural heritage,City tour Hiking,Jeep safaris Boat tours



## Personnel

1

Action			Details
<b>0.5. Number of employees</b>	✓	✓	5 - 25

## Public communication

1




Action			Details
<b>0.6. Brands under Travelife scope</b>	✓	✓	




# 1. Sustainability management & legal compliance

16

## Engagement of company





3







Action		Details
<p><b>1.1. Sustainability coordinator</b> A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	<p>✓</p>	<p>✓</p> <p>Vesselin Edrov</p> <p> Order_Sustainability coordinator_BG.pdf</p> <p> Sust_coordinator_job specification_BG.pdf</p>
<p><b>1.2. Mission statement</b> A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓</p> <p><b>OUR MISSION</b></p> <p>We make a difference by working together, helping our customers' holiday dreams come true. Together, we ensure that every holiday is THE holiday. The way we treat each other, our customers and partners, as well as the way we are always there for them makes us unique – all, while embracing our responsibility for the environment and societies we operate in.</p> <p><a href="http://dtservices.travel">Sustainability – destination touristic services (dtservices.travel)</a></p>
<p><b>1.3. Trained sustainability coordinator/team</b> The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓</p>	<p>✓</p> <p>Vesselin Edrov</p> <p>Company learning monitor Workshop monitor</p>

		 personal_certificate_1_.pdf  TrainingAid Facilitated Course Certificate.pdf  Vesselin Edrov_basic exam.pdf
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## Social cooperation









3

Action		 Details
<p><b>1.4. Collaboration</b> The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>		<p>  - Dts Bulgaria is a partner of BAAT (Bulgarian Association for Alternative Tourism) and, together with the association, undertakes actions such as webinars, projects, workshops and events in responsibility.            - Participation in 2020 in the project “Go Responsible: Responsible tourism for young entrepreneurs” with the promoted project “Building of Bio Botanical Garden in Bulgaria” organized by BAAT together with the international NGO GoResponsible.             2020: <a href="#">Бъди отговорен - 1ва среща с младежи и ментори - YouTube</a>             - In 2021 participation in the same project, as a guest speaker.             2021: <a href="#">Бъди отговорен - 2ра среща с младежи и ментори - YouTube</a>             - Registered in the international movement Plastic Free July since 2022 with "go completely plastic-free" from now as a goal and annual participation in the event: Plastic Free July, organized by Zero Waste Sofia, Lessplastic Bulgaria.             The project GoResponsible <a href="https://goresponsible.org/the-project/">https://goresponsible.org/the-project/</a>             The Association BAAT: <a href="https://www.baatbg.org/en/home/1/">https://www.baatbg.org/en/home/1/</a> </p>

		<p>The Event Plastic Free July, a global movement <a href="#">Plastic Free July – Be Part of the Solution</a></p> <p>As a recent project (2024) we should mention the participation of our agency in a joint project with the Bulgarian Academy of Sciences and the DER Touristik foundation:</p> <p><a href="#">DER Touristik Foundation » Schutz des Ökosystems an Bulgariens Schwarzküste (dertouristik-foundation.com)</a></p> <p> Regular Narrative Report 2023.07.14 _ 2024.01.14.pdf</p> <p> Guidebook main ideas of responsible tourism_BAAT.pdf</p> <p> BAAT_Go Responsible _Program_2020.pdf</p> <p> Bulgaria IO_BAS 2024_2025.pdf</p> <p> CERTIFICATE OF ACKNOWLEDGMENT J.P.pdf</p>
<p><b>1.5. Exchange of experiences</b> 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 have regular contacts with our support and coordinator- Lisa Jansen, DMC Projects DER Touristik Group, also with our responsible colleagues at the corporate headquarter in Palma, as well as with the sustainability officers in the groups and MICE department.</p>
<p><b>1.6. Donations</b> 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>— Our company has established long-term donor relationships with various schools, nursing homes, cultural and natural heritage sites. Unfortunately, in the last three years, we have had limitations due to the negative financial results.</p> <p> Свидетелство за дарение.pdf</p>

## Baseline assessment

2

Action			Details
<p><b>1.7. Overview partners/suppliers</b> 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>The company has a system for gathering information concerning the selection of new suppliers and working with existing ones, during our contracting process, we request and collect information to review and verify our policies. Currently, it is handled manually through MS Excel.</p> <div data-bbox="1025 571 1077 651"></div> <p data-bbox="1093 619 1518 651">Kodeks Dostavchik 2023Y_New.docx</p> <div data-bbox="1025 651 1077 730"></div> <p data-bbox="1093 699 1621 730">Accomodation report Travelife 2024_2025.xlsx</p>
<p><b>1.8. Baseline assessment</b> 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 do not have currently an internal baseline assessment system. Our goal for the next six months is to meet all of the criteria on Checklist 1 by completing this report. Scheduled as such for implementation in the action plan.</p>

## Policy




2

Action			Details
<p><b>1.9. Sustainability policy</b> The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy</p>			<div data-bbox="1025 1275 1077 1355"></div> <p data-bbox="1093 1323 1621 1355">Travelife_policy_tool_DTS_BG_17022025.pdf</p>

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.			
<b>1.10. Communication</b> 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).	✓	✓	<a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a>



## Action plan

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Action			Details
<b>1.11. Action plan</b> The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓	✓	See the Travelife action plan attached.   Travelife_action_plan_DTS_BG_190225.pdf
<b>1.12. Staff involvement</b> 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.	✓	✓	All staff members are responsible for the promotion and implementation of 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 <a href="mailto:vesselin.edrov@dtservices.travel">vesselin.edrov@dtservices.travel</a>  All members of the sustainability team will be certified through the Travelife Basic Training module.

## Monitoring and evaluation

2

Action		Details
<p><b>1.13. Monitoring and evaluation</b> The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	<p>✓ ✓</p>	<p>Progress on reporting and meeting the criteria for a travelife partner is our guiding principle. We adhere to the Travelife reporting system, which is designed for reporting in accordance with the general reporting guidelines. It ensures that our report meets the basic sustainability requirements and shows all the progress made between the individual reports. As well as the performance as set out in the action plan for implementation.</p> <p><b>January 2024</b></p> <p>The table "Monitoring and evaluation" is completed on an annual basis in January for the previous year. All managers(head of departments) are involved in the process- human resources, hotel contracting, excursions and groups, regional service center managers, accounting.</p> <p>When completing the "waste" criteria, the last month (January 2024) is measured and the ratio Recyclable/ Non-Recyclable is extrapolated to the previous periods.</p> <p> DTS_BG_SUST_Monitoring and evaluation310125.xlsx</p>
<p><b>1.14. Staff Communication</b> 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>✓ —</p>	<p>To ensure effective implementation of the policy, reporting on initiatives and general updates shall, where appropriate, take place at departmental meetings attended by responsible managers to help identify updated actions.</p> <p>We hold regular and ongoing meetings on the implementation of the sustainability commitments with colleagues responsible for the respective field of action as follows:</p> <ul style="list-style-type: none"> <li>- senior management</li> <li>- Human Resources</li> </ul>



		<ul style="list-style-type: none"> <li>-technical and material support</li> <li>- accommodation</li> <li>-transport and logistics</li> <li>-sustainable excursions</li> <li>-customer service</li> <li>-guides</li> </ul> <p>Colleagues who are responsible for this undergo the relevant training on Travelife (certificates are published), they in turn inform other colleagues in the departments by organising training on the subject and certify this by signing the relevant documents (examples are attached).</p> <p>The topic of sustainability has been integrated into the annual staff training for the last three years, see attached files.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;">  <span>Ежегоден периодичен инструктаж 2023.PDF</span> </div> <div style="display: flex; align-items: center;">  <span>Ежегоден периодичен инструктаж 2024.PDF</span> </div> <div style="display: flex; align-items: center;">  <span>Ежегоден периодичен инструктаж 2022.PDF</span> </div> </div>
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## External reporting and communication

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Action			Details
<b>1.15. Travelife reporting</b> The company reports its progress via Travelife at least every two years.	✓	✓	










<p><b>1.16. Public reporting</b> The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a>
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## 2. Internal management: social policy & human rights









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### Social policy and human rights




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Action		Details
<b>2.1. Freedom of association</b> Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.		 Our labour contracts are in accordance with the local labour legislation. Bulgaria has ratified ILO Convention No. 87 and 98.  There are no organized labour unions in the tourism sector and therefore no members among the staff.
<b>2.2. Collective labour agreement</b> The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).		 There is no practice of sectoral collective labour agreements in Bulgaria.
<b>2.3. No forced labour</b> Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).		 Our labour contracts are in accordance with the local labour legislation. The employment on permanent contract can be ended by the employee with a minimum notice period of one month. The employment on seasonal contract can be ended by the employee with a minimum notice period of three months, but no longer than the period of contract.
<b>2.4. Formal contracts</b> All employees of the company have an employment contract, including labour conditions and a job description.		 All employees of the company have an official employment contract that describes the working conditions. Job descriptions are available separately from the employment contract.  Labour law in Bulgaria is regulated by the Labour Code and other related state regulations. <a href="https://www.justice.government.bg/home/normdoc/1594373121">https://www.justice.government.bg/home/normdoc/1594373121</a>

			<p>All employment relationships in the company, including formal contracts, are regulated in accordance with the current labour legislation. This is set out in each employee's contract as required by law.</p> <p> Sust_coordinator_job specification_BG.pdf</p> <p> Организатор трансфери.pdf</p> <p> Трудов договор.pdf</p>
<p><b>2.5. Living wage</b> The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	✓	✓	<p>The living wage is defined by the Bulgarian authorities. The minimum salaries at Destination touristic services-Bulgaria are equal or above the defined minimum wage.</p>
<p><b>2.6. Overtime</b> 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>Employees work the legally required number of hours so that our company complies with national and international labour laws and standards. In cases where employees work overtime, their work is paid additionally.</p> <p>All employment relationships in the company, including the regulation of payment for additional time worked, are regulated in accordance with the current labour legislation. This is set out in each employee's contract as required by law.</p>
<p><b>2.7. Medical insurance</b> The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	✓	✓	<p>The company pays a monthly contribution to the mandatory health insurance fund according to percentage defined by law.</p>
<p><b>2.8. Holiday / Annual leave</b></p>	✓	✓	<p>Destination touristic services-Bulgaria is in compliance with the Bulgarian labor law. All</p>















<p>The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>		<p>employees have the right to a fixed yearly paid holiday equal or above the legal minimum- 20 days/year. According to the individual labor contracts the staff members have the right to annual leave - 20 or more days, depending on their service time by the company.</p>
<p><b>2.9. Health and safety</b> The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p>✓ ✓</p>	<p>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.</p> <p>We organise periodic training and instruction on health and safety rules at work. See attached files.</p> <p> DTS Bulgaria Health_safety annex_ENG_01052022.PDF</p> <p> Протокол ГУТ 13.01.22.pdf</p> <p> Протокол проиграване 21.02.22 BOJ.pdf</p> <p> Протокол проиграване 21.02.22 VAR.pdf</p> <p> Safety first_DTS instruction.PDF</p> <p> Ежегоден периодичен инструктаж 2023.PDF</p> <p> Ежегоден периодичен инструктаж 2024.PDF</p> <p> Ежегоден периодичен инструктаж 2022.PDF</p>
<p><b>2.10. Equal opportunities</b> The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior</p>	<p>✓ ✓</p>	<p>The Management of the company is committed to providing good working conditions for its employees and to actively defend the human rights.</p>

<p>positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>		<p>All employees are treated fairly and respectfully, regardless of their sexual orientation, gender, age, ethnicity, nationality, religion or disability.</p>
<p><b>2.11. Child labour</b> 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>✓ ✓</p>	<p>Destination touristic services-Bulgaria does not employ people under 18 years old. If an exception is required, we comply with the Bulgarian labor law.</p>
<p><b>2.12. Complaints procedure</b> 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>Destination touristic services-Bulgaria is a small company (&lt;25 Employees). Our Staff members can raise their complaints directly to the GM via mail or personal meeting.</p> <p>In order to document the process, a complaints procedure was implemented early this year (2024).</p> <p> Complaints Book DTS Staff.jpg</p> <p> Complaints book DTS staff_2.jpg</p> <p> Complaints procedure Staff DTS.jpg</p>
<p><b>2.13. Representation</b> 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>Destination touristic services-Bulgaria is a small company (&lt;25 Employees). Our Staff members are always free to discuss important issues directly with the managers of the company and if necessary to skip levels.</p>




<p><b>2.14. Disciplinary procedures</b> There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓</p>	<p>— In Bulgaria, disciplinary procedures are regulated by Bulgarian labor law and therefore handled accordingly by our company.</p> <p>Labour law in Bulgaria is regulated by the Labour Code and other related state regulations. <a href="https://www.justice.government.bg/home/normdoc/1594373121">https://www.justice.government.bg/home/normdoc/1594373121</a></p> <p>All employment relationships in the company, including disciplinary procedures, are regulated in accordance with the current labour legislation.</p>
<p><b>2.15. Measuring employee satisfaction</b> Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓</p>	<p>— An employee satisfaction survey will be created and send by e-mail to all staff members till the end of following active summer season. The results will be analyzed and integrated in our daily management.</p> <p>update2024</p> <p>According to the written action plan, two anonymous surveys of employees satisfaction were conducted during the year. The forms and results are attached. The analysis was carried out in the human resources department and shared with the management.</p> <p> Satisfaction survey_112024.docx</p> <p> Satisfaction survey_BG_032024.docx</p> <p> Employee Satisfaction Survey 2024_SUMMARY.xlsx</p>

## Training and education



Action	 	Details
<p><b>2.16. Health and safety</b> All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social &amp; cultural practices, economic &amp; quality issues, human rights issues, and health &amp; safety practices (including risk and crisis management).</p>		<p>We organise periodic training and instruction on health and safety rules at work, according to Art. 166. (1) of Ordinance No. 7 of 23.09.1999 on the minimum requirements for health and safety at work and use of work equipment. (See the files attached)</p> <ul style="list-style-type: none"> <li> DTS Bulgaria Health_safety annex_ENG_01052022.PDF</li> <li> Протокол ГУТ 13.01.22.pdf</li> <li> Протокол ГУТ 15.04.22.pdf</li> <li> Протокол проиграване 21.02.22 BOJ.pdf</li> <li> Протокол проиграване 21.02.22 VAR.pdf</li> <li> Safety first_DTS instruction.PDF</li> <li> Ежегоден периодичен инструктаж 2024.PDF</li> <li> Ежегоден периодичен инструктаж 2022.PDF</li> <li> Ежегоден периодичен инструктаж 2023.PDF</li> <li> ДЕСТИНЕЙШЪН ТУРИСТИК СЪРВИСИС_КАЛИН СТЕФАНОВ СУТЕВ_ГУТ.pdf</li> <li> ДЕСТИНЕЙШЪН ТУРИСТИК СЪРВИСИС_МИРОСЛАВ ЦВЕТАНОВ КОЦЕВ_РД_07.pdf</li> </ul>








<p><b>2.17. Personal development</b> 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>— Employees are actively encouraged to develop within their departments by improving their skills through training, foreign language lessons and opportunities to develop and grow within the company.</p> <p>40</p> <p> IMG_20240326_150142.jpg</p> <p> IMG_20240326_150152.jpg</p> <p> IMG_20240326_150217.jpg</p>
<p><b>2.18. Trainee positions</b> Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>— Our company has been cooperating for many years with the College of International Tourism. We conduct compulsory internships for students and offer jobs to seasonal job seekers accordingly.</p> <p><a href="http://ue-varna.bg">University of Economics – Varna - About us - College of Tourism (ue-varna.bg)</a></p> <p>6</p>






### 3. Internal management: environment and community relations

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#### Procurement

6




Action		Details
<p><b>3.1. Reduction of disposable and consumable goods</b> The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>	<p>✓</p>	<p>— 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.</p> <p>Invoices for purchased paper show that over the last three years the use of office paper has decreased by more than 50%.</p> <p>As shown by the amount of paper delivered for recycling. At the end of each season, we collect and return the used paper from our three offices for recycling, for which we receive an appropriate receipt.</p> <p> DTS Copy.pdf</p> <p> IMG_00b07ed0b148d969f624b279c8758e6b_V.jpg</p> <p> DTS_BG_SUST_Monitoring and evaluation310125.xlsx</p> <p> IMG_20240305_132430.jpg</p> <p> подаръци 20_24.XLSX</p>





<p><b>3.2. Sustainable purchasing</b> Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>	<p>✓</p>	<p>—</p>	<p>Our policy is based on purchasing environmentally sustainable products that are fair trade, eco-labelled, locally sourced and organic.</p> <p> IMG_20230123_113825.jpg</p> <p> 2023_03_24_111254.jpg</p>
<p><b>3.3. Office paper: type</b> More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	<p>✓</p>	<p>✓</p>	<p>When printing we use 100% paper that is certified. As our main goal is to minimize unnecessary printing.</p> <p><a href="#">Fabriano Копирна хартия Copy 1, A4, 90 g/m2, 5 пакета   Office 1</a></p> <p> IMG_20230120_130853.jpg</p>
<p><b>3.4. Office paper: printing</b> 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 implement waste reduction methods when using continuous ink refill systems instead of disposable heads and refillable toner cartridges (recyclable). Copiers and printers are set by default for duplex printing or other forms of paper-saving modes.</p> <p> IMG_20230120_130903.jpg</p> <p> Default_BothSidesPrinting.JPG</p>
<p><b>3.5. Certified coffee and tea</b> 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>In our offices we strive to use 100% local produced herbal tea (locally grown and harvested). <a href="https://www.bioprogramme.bg/za-nas">https://www.bioprogramme.bg/za-nas</a></p> <p>Our coffee machines use paper filters. The coffee we buy is from certified producers. Please find attached pictures.</p>

		 IMG_20230120_122412.jpg  IMG_20230123_113833.jpg  IMG_902b828ce080e46bddfa84fbabc2ae5a_V.jpg  IMG_cca9132661f65aa1d48b0dc0a8fc3396_V.jpg  Coffee_2024.jpg  Tea_2024.jpg
<p><b>3.6. Cleaning materials</b>            Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.</p>	<p>✓</p>	<p>We use cleaning materials that are non-hazardous and biodegradable and, where possible, eco-certified.</p>  bg_fir_313582001001_bg.pdf  bg_fir_265090001001_bg.pdf  bg_fir_286339001001_bg_1_.pdf  Cleaning_mat_2_2024.jpg  Cleaning_mat_2024.jpg

**Paper (promotional materials)**





3








Action			Details
<p><b>3.7. Printing company</b> The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	✓	✓	<p>In recent years, in accordance with the COVID pandemic operating rules and the implementation of the company's sustainability policy, the printing of brochures and promotional material has been kept to a minimum. The guiding principle is "only on the Internet". Where printing of larger quantities is required, the services of a certified printing house in the region are used.</p> <p><a href="https://office1.bg/products/office-1-superstore-kopirna-hartiya-premium-a4-80-gm2-500-lista">Certificates - Dunav press JShttps://office1.bg/products/office-1-superstore-kopirna-hartiya-premium-a4-80-gm2-500-lista</a></p> <p>100</p> <p> office1_paper.jpg</p> <p> офис 1 хартия.pdf</p> <p> офис 2 хартия.pdf</p>
<p><b>3.8. Promotional materials</b> 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).</p>	✓	✓	<p>In recent years, in accordance with the COVID pandemic operating rules and the implementation of the company's sustainability policy, the printing of brochures and promotional material has been kept to a minimum. The guiding principle is "only on the Internet". Where printing of larger quantities is required, the services of a certified printing house in the region are used. The printing, if there is any, is on 100% certified paper.</p> <p><a href="https://office1.bg/products/office-1-superstore-kopirna-hartiya-premium-a4-80-gm2-500-lista">https://office1.bg/products/office-1-superstore-kopirna-hartiya-premium-a4-80-gm2-500-lista</a></p> <p>100</p>







			 office1_paper.jpg  офис 1 хартия.pdf  офис 2 хартия.pdf
<b>3.9. Efficient brochure use</b> The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	✓	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.   Internet only_paperless information.jpg

## Energy






9

Action			Details
<b>3.10. Energy reduction policy</b> 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.	✓	✓	The company strictly follows the principles set out in the sustainability policy. A system has been developed and is in use to record the electricity consumed by month and office, with a count of the number of people working in each period. (attached)   Протокол ГУТ 15.04.22.pdf  Electricity consumption by offices_2021_2022.xlsx

<p><b>3.11. Monitoring energy consumption and sources</b> 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>✓</p>	<p>— We use an intra-group reporting system, which takes into account and compares the energy consumption of the current versus the previous period. For our purposes, this system has been further developed to include criteria such as number of employees per office, mileage per company car.</p> <p>40476 0</p> <p> 2558_Upload_File_NH TM1_EN_2022.xlsx</p> <p> 2558_Upload_File_NH TM1_EN_2023.xlsx</p> <p> Office Co2 Calculator_ENERGY_WATER ONLY__2_DTS_BG.xlsx.xlsx</p>
<p><b>3.12. Sustainable energy</b> Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓</p>	<p>✓ In Bulgaria there is no choice of electricity supplier.</p> <p> 2022_epres_energy_mix.pdf</p>
<p><b>3.13. Carbon offset</b> CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>— As can be seen from the attached files, the energy mix of our supplier we use for the years 2023-2024 - <a href="#">Synergon Energy FAQ</a>, does not include energy from coal-powered plants.</p> <p> 2022_epres_energy_mix.pdf</p> <p> Енергиен Микс 2023.pdf</p> <p> Дестинейшън_Туристик_Сървисис_ООД_0000709071_31.10.2024_NW6kXCuHCn0QgvnLkDkWn.pdf</p>



<p><b>3.14. Energy efficient lighting</b> At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.</p>	✓	—	<p>We use energy saving lighting in all company offices and workplaces. LED lighting, class A.</p> <p> 5047974.pdf</p> <p> 5048421.pdf</p> <p> IMG_20250217_162238.jpg</p> <p> IMG_20250217_171512.jpg</p>
<p><b>3.15. Equipment “switch-off” policy</b> Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	✓	✓	<p>At the end of each working day, the air-conditioning and lighting in the offices shall be switched off by the responsible employees (designated by order of the manager for each company office). Where possible we use various sensors, timers and smart controlers for automatic or remote "switch-off". See attached photo.</p> <p> Switch_off_equipment.jpg</p>
<p><b>3.16. Light “switch-off” policy</b> Office lights are switched off after office hours.</p>	✓	✓	<p>Lighting in the office is switched off after working hours automatically or by remote control by the responsible employees. This is made possible by using various sensors, timers and smart controlers for automatic or remote "switch-off". See attached photo.</p> <p> Switch_off_equipment.jpg</p>
<p><b>3.17. Low energy equipment</b> When buying new equipment, the company gives preference to low energy</p>	✓	✓	<p>When buying new equipment, mainly air conditioners, monitors and lighting, the guiding principle is energy efficiency. The company has developed a plan to replace 100% of its</p>






<p>equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>		<p>equipment with energy efficient equipment. Unfortunately, there has been a delay in implementation due to negative financial results over the last three years. Despite the delay, replacement will be phased, and any new equipment will meet the highest possible energy efficiency standards. Attached you will find certificates for newly purchased air conditioners and lighting units.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 359 1236 438">  5047974.pdf         </div> <div data-bbox="1025 438 1236 518">  5048421.pdf         </div> <div data-bbox="1025 518 1370 598">  BR910ACC_004400.pdf         </div> <div data-bbox="1025 598 1765 678">  Mitsubishi_Electric_MSZ_AP25_50_User_Manual_Eng.pdf         </div> <div data-bbox="1025 678 1415 758">  IMG_20250217_162238.jpg         </div> </div>
<p><b>3.18. Efficiency mode</b> Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓ ✓</p>	<p>Wherever possible, energy saving mode is used by default. Primarily the hot water heaters and air conditioners (eco mode), printers and computers (sleeping mode).</p>

## Water

3









Action		 Details
<p><b>3.19. Water reduction policy</b> 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</p>	<p>✓ —</p>	<p>Our offices are not located in risk areas. The amount of water used in each office is measured and reported on a monthly basis to our head office. The ratio of previous year to current year is also monitored. The objective in monitoring these metrics is to track the amount spent per headcount.</p>









<p>goals are identified and pursued.</p>		<p>WATER Amount of item m3 Drinking water per m3 0,298 150,00 44,70  <a href="https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/">https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/</a>                  Black water per m3 0,678 0,00 0,00  <a href="https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/">https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/</a>                  Grey water per m3 0,678 0,00 0,00  <a href="https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/">https://www.milieubarometer.nl/CO2-footprints/co2-footprint/piek-technische-service-bv-2016/</a>   DTS_BG_SUST_Monitoring and evaluation020424.xlsx</p>
<p><b>3.20. Water use</b>                  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>✓ —</p>	<p>The amount of water used in each office is measured and reported on a monthly basis to our head office. The ratio of previous year to current year is also monitored.</p> <p>m3/people 2020 2021 2022 2023 2024 January 0,137931034 0,304347826 0,42857143 0,003571429 0,195333 February 0,275862069 0 0,42857143 0,238095238 0,259238 March 0,275862069 0,043478261 0,38095238 0,178 0 April 0,137931034 0,217391304 0,38095238 0,333333333 0,495714 May 0,206896552 0,565217391 0,0452381 0,131190476 0,333333 June 0,206896552 0,347826087 1,02380952 0,661904762 0,285714 July 0,172413793 0,130434783 0,52380952 0,333333333 1,095238 August 0,137931034 0,217391304 0,75171429 0,783666667 0,428571 September 2,406206897 0,826086957 1,82380952 0,428571429 0,714286 October 0,517241379 0,565217391 0,29047619 0,22047619 0,663476 November 0,275862069 1,304347826 0,40057143 0,69047619 0 December 0,275862069 2,547826087 2,78704762 3,118571429 0,952381 TOTAL 5 7 9 7 5</p>
<p><b>3.21. Water saving toilets</b>                  Dual flush or other water saving equipment is installed in the toilets</p>	<p>✓ —</p>	<p>Water-saving actions in the company's offices, which include toilets with dual flush as well as aerators to save water losses, installed on sinks and showers.</p> <p> Toilets_1.jpg</p>





		 Toilets_2.jpg  Toilets_3.jpg  Toilets_4.jpg
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## Waste management

7

Action		 Details
<b>3.22. Waste legislation</b> 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>Our company complies with the national legislation concerning waste disposal. We have additionally implemented a separate waste collection system and we are informing our customers and training our staff to help us reduce our impact on the environment.</p>  IMG_20230131_152041.jpg  DTS Copy.pdf
<b>3.23. Waste reduction</b> 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>In our daily working life, we strive to be guided by the rules of conduct set out in our sustainability policy. To minimize our harmful impact and reduce the consumption of non-recyclable goods to a minimum. Used paper and batteries in our operations are 100% recycled.</p> <p>In our company we have implemented in every office places for paper and battery collection. We have an agreement with a licensed company for their disposal and recycling.</p> <p>In order to measure the waste generated, we took a measurement for one month and extrapolated the data for the previous periods. The ratio of recyclables to non-recyclables is</p>



		<p>constant. The quantity on a daily basis does not change by more than +/-10%</p> <p>2024      Non recyclable    Recyclable    Total          January 40,00 20,00 60,0          February 40,00 20,00 60,0          March 40,00 20,00 60,0          April 40,00 20,00 60,0          May 50,00 25,00 75,0          June 50,00 25,00 75,0          July 50,00 25,00 75,0          August 50,00 25,00 75,0          September 50,00 25,00 75,0          October 40,00 20,00 60,0          November 40,00 20,00 60,0          December 40,00 20,00 60,0          TOTAL 530,00          265,00 735,0</p> <p> IMG_20230213_110941.jpg</p> <p> DTS Copy.pdf</p> <p> IMG_00b07ed0b148d969f624b279c8758e6b_V.jpg</p> <p> 2023_03_24_111254.jpg</p>
<p><b>3.24. Sustainable packaging</b>          The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>	<p>✓ ✓</p>	<p>In our practice, we do not distribute packaged materials to customers. Only gifts to business travelers or Christmas calendars. But even in this case we strive to use environmentally friendly packaging.</p> <p> IMG_20250115_122426.jpg</p> <p> IMG_20250115_122556.jpg</p>
<p><b>3.25. Plastic water bottles</b>          The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	<p>✓ —</p>	<p>Drinking water filter systems are installed in the company's offices.</p> <p> IMG_20230120_122126.jpg</p> <p> IMG_20230120_122034.jpg</p>

		 IMG_20250217_171540.jpg
<p><b>3.26. Reuse / recycling of waste</b></p> <p>The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓ ✓</p>	<p>Separate waste collection is organized in all company offices. Our employees are familiar with the rules of separate waste collection and the resulting environmental benefits. They also try to follow the established habits outside their workplace.</p> <p>Paper, plastic and glass packaging as well as batteries are collected separately in all our offices. Our employees are instructed and take up the opportunity to hand over domestic waste at the offices as well.</p>  IMG_20230131_152041.jpg  IMG_20230213_110941.jpg  DTS Copy.pdf
<p><b>3.27. Toner/ink</b></p> <p>When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓ —</p>	<p>We implement waste reduction methods when using continuous ink refill systems instead of disposable heads and refillable toner cartridges (recyclable). Copiers and printers are set by default for duplex printing or other forms of paper-saving modes.</p> <p>Our company works with TEMPUS 2000, an official Brother partner. All inkjet and laser printer consumables are under Brother regulations.</p> <p><a href="#">Околна среда и устойчивост   Brother</a></p> <p><a href="https://www.brother.bg/about-brother/environment-and-sustainability">https://www.brother.bg/about-brother/environment-and-sustainability</a></p> <p><a href="https://www.brother.bg/printers/inkjet-printers/mfc-t920dw#specifications">https://www.brother.bg/printers/inkjet-printers/mfc-t920dw#specifications</a></p>

			 678a36d80977f.pdf  678a36e556782.pdf  206781c8_1426.PDF  20677428_1335.PDF
<p><b>3.28. Recycling of batteries</b>            Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓</p>	<p>—</p>	<p>The use of batteries only applies to the remote controls of air conditioners. They have a very long period of use. Batteries are collected and handed over separately, mainly batteries from employees used at home.</p>  IMG_20230213_110941.jpg

## Reducing pollution







2





Action			Details
<p><b>3.29. Waste water: treatment</b>            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>✓</p>	<p>Our drinking and disposable wastewater supplier is a certified national company.</p>  2ccc_3_.pdf
<p><b>3.30. Pollution reduction policy</b>            The company has a policy to minimize and substitute the use of harmful</p>	<p>✓</p>	<p>—</p>	<p>Our organization does not use any chemicals or other products harmful to the health and environment.</p>

substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.

## Mobility

5

Action	 	Details
<p><b>3.31. Staff travel policy</b> The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>		<p>- 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.</p> <p>- We measure and monitor business trips and missions, strive to minimize them and use more sustainable modes of transport (rail transport instead of flights).</p> <p>- We reduce the impact of transport on business trips, through teleworking, video meetings, home work policies.</p> <p>- We offer training to all our staff on our environmental commitments so that each member understands their role in achieving our goals.</p> <p> IMG_20240408_115803.jpg</p>
<p><b>3.32. Business travel emission</b> 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>- 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 have developed and implemented a carbon footprint calculator in the mileage forms for our company cars. (see attached)</p> <p>52</p> <p> Paten List Toyota Corolla _ B 3943HK2023.xls</p>

			 470100 2023.XLSX  470100 2024.XLSX  470100 2021.XLSX  470100 2022.XLSX
<p><b>3.33. Business travel carbon offset</b> Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	✓	—	<p>Destination touristic services Ltd., as part of DERTORISTIK Group, endeavours – and has a system in place – to measure and compensate for the unavoidable GHG emissions produced from transportation.</p> <p><a href="https://dertouristik.myclimate.org/de/partner">https://dertouristik.myclimate.org/de/partner</a></p> <p>We currently have no payments made, but we are expecting a reconciliation and decision on this from our headquarters in Spain soon.</p>
<p><b>3.34. Employee incentives</b> Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	✓	✓	
<p><b>3.35. Transport reduction</b> Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	✓	—	<p>- We reduce the impact of transportation on business travel through telework and video meetings, whenever possible. We also have an integrated work-from-home policy and regulation for each job position.</p> <p>- We offer training to all our staff on our environmental commitments so that each member understands their role in achieving our goals.</p> <p>By management order (file attached), beginning in 2023, Friday has been declared as a home</p>



office day, for the November-March period, the low-season for our company.



IMG\_20240408\_115803.jpg

## Sustainability training and awareness raising

1

Action		Details
<p><b>3.36. Staff environmental training and information</b> All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>	<p>✓</p>	<p>The company, since the last year, has implemented during our regular staff meetings a special module on the company's sustainability policy. Individual topics are covered during regular staff training. The Code of Conduct for employees is part of the job description of individual job positions and are an integral part of the employment contracts.</p> <p>Extract from DER Touristik Foudation and DTS Bulgaria project: Citizen Science for Reducing Anthropogenic Litter on the Seabed, Beaches, and Dunes along the Bulgarian Black Sea Coast</p> <p>Integration of DTS-Bulgaria staff and customers in the project activity 2024-2025</p> <p>Integrating customers of DER Touristik Group into the initiative "Citizen Science for Reducing Anthropogenic Litter on the Seabed, Beaches, and Dunes along the Bulgarian Black Sea Coast" is fundamental to expanding its reach and nurturing environmental stewardship among all involved parties. Through mobilizing tourists, students, and local partners, we aspire to amplify the project's impact and foster a shared commitment to environmental responsibility.</p> <p>This integration will occur in two phases, following consultations with our partners in Bulgaria, Kalin Sutev and Vesselin Edrov, wherein specific locations and campaign periods were finalized.</p>

Incorporating customers and local partners will take place through various campaigns and initiatives:

Campaign 1: late April 2024 to early May 2024

Participants: Customers of DER Touristik Group, DTS-Bulgaria staff members, IO-BAS members, targeted groups of students, and representatives from local authorities, including Varna Municipality and the Basin Directorate "Black Sea Region"

Location: Asparuhovo City Beach, Varna.

Campaign 2: July-August 2024

Participants: Customers of DER Touristik Group, DTS-Bulgaria staff members, IO-BAS members, targeted groups of students from Sofia University (participating in marine ecology internships), school students (Green School program), and representatives from the Ministry of Environment and Water.

Location: Kamchiya-Shkorpilovtsi, Varna.

Campaign 3: September 2024

Initiative: "Let's Clean Up Bulgaria for a Day"

Participants: Customers of DER Touristik Group, DTS-Bulgaria staff members, IO-BAS members, and representatives from the Ministry of Environment and Water.

Location: Sozopol/(Nessebar) or as proposed by DER TOURISTIK GROUP.

Campaign 4: Late April 2025 to Early May 2025

Initiative: "Let's Clean Up Bulgaria for a Day"

Participants: Customers of DER Touristik Group, DTS-Bulgaria staff members, IO-BAS members, targeted groups of students, representatives from local authorities including Varna Municipality and the Basin Directorate "Black Sea Region"



Sust\_coordinator\_job specification\_BG.pdf



DTS Copy.pdf







Ежегоден периодичен инструктаж 2023.PDF

		 Ежегоден периодичен инструктаж 2024.PDF  Ежегоден периодичен инструктаж 2022.PDF  IMG_2f61ed744a165962826e2716f08e8fad_V.jpg  IMG_11fb4d159804de67131e86cb3c2caf15_V.jpg  IMG_12cfaa9b2dd4cbd93c15228cc2679711_V.jpg  IMG_94ba28f7ed53916006d844360f384c95_V.jpg  IMG_938ea0856699af400eedbcc0208b2741_V.jpg  IMG_7553179a339f73f27c780b01fea27a6e_V.jpg  IMG_c496fa09f1add6a52e3d6b7ab0971687_V.jpg  IMG_ebffe2a5b03aea1bb2a385ecdbdc57d9_V.jpg
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## Land use and community relations

1

Action			Details
<b>3.37. Land use and construction</b> 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.			Our company has two own offices located in public buildings that meet all national building codes and requirements.





## 4. Inbound partner agencies

6



### Inbound partner agencies

4

Action			Details
<p><b>4.1. Partner agency policy</b> 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><b>4.2. Communication to partners</b> 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><b>4.3. Contract conditions</b> 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>	✓	✓	<p>We have no inbound receptive agencies.</p> <p>As of 2021 all our local partners sign a code of conduct as a mandatory annex to the contract.</p>
<p><b>4.4. Sustainability training - motivation</b> Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	✓	✓	We have no inbound receptive agencies.

## Specific conditions

2

Action			Details
<b>4.5. Contracts</b> Written contracts with partner agencies are in place.	✓	✓	We have no inbound receptive agencies.
<b>4.6. Labour conditions</b> Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓	

## 5. Transport

4

### Selecting transport suppliers



3

Action			Details
<p><b>5.1. Transport to destination</b> In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	✓	✓	<p><b>Your answer:</b> not applicable</p> <p>Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.</p> <p>We do not arrange transport options for our customers until their arrival at our destination. Usually our service starts at the border and ends at the border.</p>
<p><b>5.2. Transfer to departure airport</b> 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><b>Your answer:</b> not applicable</p> <p>Explanation: Clients of the DMCs/ outbound tour operators offer different transport options: Rail&amp; Fly, flight, individual transfer.</p> <p>The DMC is not offering such services.</p> <p>We do not arrange transport options for our customers until their arrival at our destination. Usually our service starts at the border and ends at the border.</p>
<p><b>5.3. Local transport</b> In selecting transport options for transfers and excursions in the destination,</p>	✓	—	<p>Our company strives to ensure that the vehicles used in our tourist itineraries and events do not cause more than average pollution. We believe that transport is an important aspect of</p>

<p>more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	<p>sustainable tourism and we are doing everything possible to reduce the average level of pollution. We are committed to this by:</p> <p>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</p> <p>A good example of choosing a sustainable alternative for transport in the destination is the practice in recent years of using transport consolidators - both for transfers and excursions. This means using a "sit in coach"- shared vehicles instead of engaging minibuses.</p>
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## Sustainable packages

1

Action	 	Details
<p><b>5.4. Sustainable packages</b> The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).</p>	<p>✓</p>	<p>Destination touristic services Ltd. is trying to achieve a tourism supply chain that is completely sustainable. Compliance with the sustainable aspect is taken into full consideration in the selection of partners and the implementation of the roundtrip programs as follows:</p> <ul style="list-style-type: none"> <li>- Transport: When selecting transport for our clients, we choose the most environmentally friendly options available, taking into consideration distance, price, route and comfort. Code of conduct is a mandatory part of the contract.</li> <li>- Accommodation: Selection of hotels that meet our sustainability and quality standards. Accommodation partners sign a mandatory annex for sustainable policy to the accommodation contract. We give a clear preference to accommodation that operates with internationally recognized standards (e.g. recognized by GSTC) and / or Travelife certificates.</li> </ul>



- Guides: All of our roundtrip guides are licensed and highly experienced, with regular training on sustainability and customer communication.

- Service providers and sites for visits: The code of conduct is mandatory for all. We do not visit sensitive areas and tourist overloaded attractions. In each region, local, small-scale producers are visited and the local economy and business owners are supported.

A good example from recent years is our co-operation with Chameleon Reisen, meeting all their sustainability criteria.

<https://www.chamaeleon-reisen.de/Europa/Bulgarien>

## 6. Accommodations

10

### Accommodations

7

Action		Details
<p><b>6.1. Sustainable accommodations policy</b> 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><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: PLEASE DECLARE your DMC's accommodation purchasing approach/strategy.</b></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 &amp; 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><b>Hotel suppliers DER Touristik Germany purchase:</b></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 &amp; Resorts (DTHR) did the same in the following hotel contract types:</p> <p style="text-align: center;">Franchise Agreements Cooperations &amp; Marketing Services Agreements Managed &amp;</p>

## Pacht & owned Hotels

The CoC is also included in the main portfolio of all hotel contracts.

An overview of all contracted hotels per season and their certification status is attached.

### **VII. Accommodation**

We are trying to achieve a tourism supply chain that is completely sustainable. Accommodation partners play an important role in achieving this and are encouraged and motivated to adapt sustainable practices in their activities. We commit to this by:

- Selection of accommodation 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?

- Motivating and encouraging our hotel partners to offer a sustainable and certified product.

- Preference and selection of accommodation that is locally owned and managed.

- Selection of accommodation places that employ workers mainly from local communities.

- Accommodation places sign a mandatory annex for sustainable policy to the accommodation contract.
- Incorporate standard sustainability clauses into all contracts with accommodation providers that focus on child labor, the fight against corruption and bribery, waste management and biodiversity conservation.
- Encourage accommodation to follow best practices / trainings for responsible tourism.
- Clear and active communication of our objectives and sustainability requirements for accommodation, including periodic surveys of partners.
- Giving clear preference to accommodation that operates with internationally recognized standards (eg recognized by GSTC) and / or Travelife certificates.
- 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.
- Work with accommodation and restaurants that include elements of local art, architectural or cultural heritage; respecting the intellectual property rights of local communities.
- Termination of cooperation with accommodation in case of clear evidence that the agreed accommodation does not respect and comply with the provisions of the Sustainable Policy Annex

**6.2. Accommodation communication**

The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.



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

**@DMCs: Concerning your third party business: Please answer the questions for your DMC. Thank you.**

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)

Dear Partner,

*“Operating your business in a socially and environmentally friendly manner makes good business sense! Both consumer and business demand for responsible products is growing and the public wants to know how you manage your business.*

*Companies ready to get to work towards sustainability will, therefore, score better on customer satisfaction, staff motivation and business efficiency with positive effects for their competitive advantage. Sustainability management is all about commitment and consistent sustainable business practices. This includes your products, how you monitor and manage your impacts, and how you support your suppliers on their road to sustainability (Travelife)”*

2024

*In addition to the email above, 100% of our hotel partners this year received a self-assessment link from Travelife. The results are in the attached table.*



		<p>We therefore kindly ask you as our mutual valuable partner to inform us what kind of sustainable measures you are taking for and/or certificates you obtain we can communicate with our end users &amp; related partners to make your business more effective and attractive.</p> <p>Thank your very much for your kind reply we will appreciate.</p> <p>Sincerely.....</p> <p>Bulgaria – Regional Manager</p> <p> Hotels_Sust_check_1904_2023.xlsx</p> <p> Accomodation report Travelife 2024_2025.xlsx</p>
<p><b>6.3. Certified accommodations</b> Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓</p>	<p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separtely.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>All certified hotels can be found here for bookings: <a href="https://www.dertour.de/nachhaltige-hotels">https://www.dertour.de/nachhaltige-hotels</a></p> <p>DER Touristik Germany &amp; 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</p>



and inform about the benefits of such.

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).

In our company as an agent of diffrent tour operators, the signing of a direct contract with a hotel is exceptional. We, as DMC, adhere to the same standards when choosing hotel partners and entering into relationships, as set by *DER Touristik Germany*.

11  
14

-  Travelife\_Gold\_Certificate\_Evrika\_Beach.pdf
-  ISO 9001 \_ 2015\_ENG\_AlbenA\_AD.jpg
-  ISO 14001 \_ 2015\_BGN\_AlbenA AD.jpg
-  ISO 45001 \_ 2018\_ENG\_AlbenA AD.jpg
-  Royal Bay ISO 13009 \_ 2015.jpg
-  Royal Bay ISO 45001 \_ 2018.jpg
-  Royal Bay.jpg
-  Royal Bay\_Sustainable Green Place.jpg
-  Hotels\_Sust\_check\_1904\_2023.xlsx
-  Accomodation report Travelife 2024\_2025.xlsx

<p><b>6.4. Contract conditions</b> Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	<p>✓</p>	<p>— <b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></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 "<a href="#">EN_SCoC_DER_Touristik_Group.pdf</a>"</p> <p>There is also a guideline to hotel contracting (see enclosed)</p> <p>The annex "Code of conduct" is an integral part of every hotel contract.</p> <p>Starting in 2023, all agency contracts with hotels contain the Code of Conduct of DER Touristik. We are guided by the principle - no signature of the Code - no contract and no cooperation.</p> <p> 3.0b_Einbindungsklausel_HotelAGB_final_EN_clean.docx</p> <p> Codex supplier New_01_Jul_2023Y_EN.pdf</p>
<p><b>6.5. Participation to training/education</b> 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>— <b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p>



*Remark to DMC's client DER Touristik Germany:*

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.

Our hotel partners participate in all training and initiatives to enhance the sustainability organized by the parent company- DER Touristik.

A good example from the last year is the "ECPAT child protection workshop", which took place in Albena Resort in June.

**Subject:** "ECPAT child protection workshop" Bulgaria  
**Importance:** High

Dear valued hotel partner,

First of all we wish you & your team a good start to the season & a successful year.



We are pleased to invite all staff members of your hotel to the **“ECPAT child protection workshop”** on **09th June 2023** at the hotel Calimera Ralitsa Superior in Varna.


Please find attached the **“save the date invitation”** and also attached a **file to add & name the participants.**

We would highly appreciate if you could send your confirmation to Kathrin Bedoui ([operations.dth@dertouristik.com](mailto:operations.dth@dertouristik.com)) latest by **22nd May of 2023!**

Warm regards,

Vera Peters

		<p>.....</p> <p><b>Front of House Manager</b></p> <p>DER Touristik Hotels &amp; Resorts GmbH</p> <p>Humboldtstraße 140-144</p> <p>51149 Köln</p> <p><a href="mailto:Operations.dth@dertouristik.com">Operations.dth@dertouristik.com</a></p> <p> Child protection_VAR_BOJ save the date_09.06.2023.pdf</p> <p> ECPAT_Registration list_VAR_BOJ_09.06.2023.docx</p>
<p><b>6.6. Collective actions</b></p> <p>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><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany (DTD):</i></p> <p>DTD was part of a hotel project. It ended in Aug 2022 and dealt with waste reduction and the avoidance of plastic in hotel operations. On the part of DER Touristik the Hotel Cala D'or Gardens was involved. <a href="https://www.futouris.org/aktuelles/grosses-interesse-an-innovativen-loesungen-fuer-einen-plastikfreien-urlaub/">https://www.futouris.org/aktuelles/grosses-interesse-an-innovativen-loesungen-fuer-einen-plastikfreien-urlaub/</a></p> <p>DER Touristik Germany collaborates with various hotel chains, that present &amp; publish an own</p>


		<p>sustainable approach &amp; initiatives, e.g.: Iberostar:</p> <p><a href="https://www.iberostar.com/de/wave-of-change/?_gl=1*2gs40r*_ga*MTYwNjc4ODM3NS4xNjgxNzE1MDAw*_ga_9WXL5REVB1*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&amp;_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&amp;_gac=1.149709314.1681715007.EAiaIQobChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE">https://www.iberostar.com/de/wave-of-change/?_gl=1*2gs40r*_ga*MTYwNjc4ODM3NS4xNjgxNzE1MDAw*_ga_9WXL5REVB1*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&amp;_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&amp;_gac=1.149709314.1681715007.EAiaIQobChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE</a></p> <p>We participate together with our major hotel partners, such as Albena PLC and Grifid Hotels, as well as other branded hotels, in all initiatives related to our sustainability, both in the destination and during joint participations in tourism exhibitions, as well as online. The initiative to organize such trainings with the participation of hotels lies on the tour operators who have contracting relations with the hotels.</p> <p> Child protection_VAR_BOJ save the date_09.06.2023.pdf</p> <p> ECPAT_Registration list_VAR_BOJ_09.06.2023.docx</p>
<p><b>6.7. Incentives</b> 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><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p> <p><b>@DMCs: Concerning your third party business: Please declare your DMC's answer separately.</b></p> <p><i>Remark to DMC's client DER Touristik Germany:</i></p> <p>Hotels that are engaged in sustainability &amp; 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><a href="https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023">https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023</a></p>

		<p>For more incentives for Hotels please have a look at the incentives attached to this questions "Incentives DER Touristik Hotels &amp; Resorts" (DTHR) of the Corporate Responsibility Steering Board Committee of May 2023.</p> <p>To improve the sustainable performance of our hotel partners as well as in the selection of new ones, we have developed an incentive system at Group level-DER Touristik.</p>
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## Specific conditions

3

Action			Details
<p><b>6.8. Child and compulsory labour</b> 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 <b>also valid for all contracts with third party clients</b>. 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><b>Extract to SCoC:</b> "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><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</a></p> <p><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf</a></p>

		<p>In Bulgaria it is forbidden by law to employ minors. This is adhered to by all our partners, as well as by signing a mandatory supplier code of conduct.</p>  <p>der_dts_ code of conduct annex.pdf</p>
<p><b>6.9. Sexual exploitation of children: contracting</b> 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 <b>also valid for all contracts with third party clients</b>. 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><b>Extract to SCoC:</b> "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><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</a></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> <p>Our employees are continually informed about our compliance regulations and receive personal advice upon request. Information from employees or external parties about potential misconduct, possible violations of law or offences such as corruption, are examined with great care and treated confidentially.</p> <p>The compliance team of the DER Touristik Group can be reached via email <a href="#">here</a>.</p> <p><a href="https://www.dertouristik.com/en/compliance-behaviour/">https://www.dertouristik.com/en/compliance-behaviour/</a> &amp; Hintbox</p>

<https://dertouristik-reiseleitung.com/> > Bottom of page

> <https://dertouristik-reiseleitung.com/en/compliance-verhalten/>

### 3. Protection of children against sexual exploitation

Service providers shall take suitable measures to ensure that their business operations or premises are not used for the purpose of child prostitution, to procure children for sexual purposes, or to produce, disseminate or store pornographic material involving minors.

2.

Suspicious conduct by guests, employees, employees of a supplier's business partners or other persons that is observed on the premises of the supplier or during excursions or brought to the attention of the supplier must be reported by the supplier to the local law enforcement authorities.

Destination Touristic Services 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.

### 3.4 Protection of children from sexual exploitation

The Supplier shall take appropriate measures to ensure that its business operations or premises are not used for the purpose of child prostitution, the procurement of children of sexual purposes or the production, distribution or storage of pornographic material involving minors. Suspicious behaviour by guests, employees, employees of Supplier's business partners or other persons observed on the Supplier's premises or during excursions or brought to the Supplier's attention must be reported by the Supplier to local law enforcement authorities.

DER Touristik Group reserves the right to terminate the contract with the Supplier without notice if it becomes aware that the Supplier is promoting or tolerating criminal acts, such as the sexual exploitation of children.

		<p>3.5 Children's rights requirements for tourist products Product requirements for host families and social project visits are set out in DER Touristik Group's Policy Statement on Child Safeguarding1. The providers of these services undertake to implement the requirements, which are taught and controlled during trainings. Not allowed are tourist visits to schools and orphanages or participation in volunteer work with children.</p> <p> Codex supplier New_01_Jul_2023Y_EN.pdf</p> <p> Child protection_VAR_BOJ save the date_09.06.2023.pdf</p>
<p><b>6.10. Local communities resources</b> 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 <b>also valid for all contracts with third party clients</b>. 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 <b>DER Touristik Group Code of Conduct</b> (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 <b>must be observed</b>. <a href="https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf</a></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.

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](#).

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#### Preamble

The Supplier Code of Conduct specifies the requirements demanded of all suppliers, i.e. service providers, of Destination Touristic Services. 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 Destination Touristic Services operates. We expect all our business partners and their employees to ensure compliance with these requirements. The purchasing agent shall reserve the right to review compliance with the Supplier Code of Conduct with the help of self-assessment questionnaires and/or audits conducted in the business sites of the supplier. The service provider shall be obligated to support this process.







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## 7. Activities

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### Activities

5

Action			Details
<p><b>7.1. Activities offered</b> 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>DTS Incoming Bulgaria does not offer excursions to sensitive areas.</p> <p>In the meaning of places and activities such as: visiting animal activities, visiting protected areas and traditional communities etc.</p> <p> dts_BG_ZGB_VAR_DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx</p> <p> dts_BG_ZGB_BOJ_DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx</p>
<p><b>7.2. Sustainable excursion policy</b> The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	✓	—	<p>The DMC network uses an Appraisal Tool to help specify all criteria for a sustainable excursion as a self assessment to all general guidelines (see enclosed). The Appraisal tool (excel file) works like a manual for a sustainable excursion and was developed by the DER Touristik Group's corporate responsibility department.</p> <p>The DER Touristik Group's corporate responsibility department organized a workshop in 2021 to explain the use of even this tool.</p>

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).

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.

The DTG created the position of a sustainable product manager to monitor the existing portfolio with the appraisal tool and create even more sustainable excursions from the scratch.




**@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".

See enclosed **DER Touristik Group's guidelines on animal welfare** in product, communication, marketing, etc.

### **Activities & Excursions**

Destination touristic services Ltd value animal welfare and environmental protection extremely high and strive for 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. commits to not offering any 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

		<p>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.</p> <p> Flyer_Wanderung_2024 _SUS.pdf</p>
<p><b>7.3. Suppliers communication</b> 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><b>@DMCs: Please upload an example of a contract with a supplier (incl. the CoC).</b></p> <p>100% of our suppliers for excursions, including transport suppliers, sign a code of conduct (version 01.07.2023), which is a binding annex and an integral part of the contract.</p> <p> Codex supplier New_01_Jul_2023Y_BG.docx</p> <p> Codex supplier New_01_Jul_2023Y_EN.pdf</p>
<p><b>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities.</b> 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</p>	<p>✓</p>	<p>✓ All our suppliers and employees (reps, guides) have received:</p> <ol style="list-style-type: none"> <li>1. a code of conduct (DER Touristik version 01.07.2023) as part of the contract <b>and/or</b></li> <li>2. the relevant information extracted from the Sustainability Codes of Good Practice for excursion providers of Travelife</li> </ol>

affected community.

DTS Incoming Bulgaria does not offer excursions to sensitive areas. We do not have any activities, which include:

- Captive animal attractions
- Marine activities (snorkelling, diving, whale, dolphin and turtle watching)
- Sport fishing
- Visits to cultural and historic sensitive sites
- Wild life watching and visiting protected areas
- Featuring captive wildlife
- Visits to indigenous and traditional communities
- Visiting culturally or historic sensitive areas

31  
100



Codex supplier New\_01\_Jul\_2023Y\_BG.docx



Codex supplier New\_01\_Jul\_2023Y\_EN.pdf





**7.5. Certified excursions**

Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.







DTS Incoming Bulgaria organizes and selects tours for its partners. Our goal is to adapt our excursion portfolio to the Travelife criteria for sustainable tours. For the upcoming season we have planned three tours for each destination (about 30% of the total offer), which will be offered under the label "sustainable tours".

„Mit einem Kooperationsnetzwerk von 22 Destination Management Companies (DMC) ist die DERTOUR Group für ihre Kunden in den touristischen Zielgebieten vor Ort, wobei Nachhaltigkeit ein wesentlicher Bestandteil der gemeinsamen Unternehmensphilosophie ist. Ausflüge, die allgemein anerkannten Kriterien für verantwortungsvollen Tourismus entsprechen, kennzeichnet die DERTOUR Group daher mit unserem hellgrünen herzförmigen Blatt. Dabei kann es um ein nachhaltiges Verkehrsmittel gehen, das kulturelle Erbe in besonderer Weise gefördert werden, die lokale Gemeinschaft in die touristische Wertschöpfung einbezogen werden, Projekte besuchen, die der Umwelt oder der Gesellschaft zugutekommen, oder einfach besonders intensive Erfahrungen und Einblicke mit den

		<p>Menschen vor Ort bieten. Das Programm engage people &amp; planet bietet die Möglichkeit, besonders bewusst zu reisen.“</p> <p> dts_BG_ZGB_VAR_DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx</p> <p> dts_BG_ZGB_BOJ_DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx</p> <p> Flyer_Wanderung_2024 _SUS.pdf</p> <p> dts_BG_ZGB_VAR_DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_091224.xlsx</p>
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## Specific criteria

7



Action	 	Details
<p><b>7.6. No excessive negative impact activities</b> The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	<p></p>	<p> All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct (incl. a summary of the animal welfare, climate protection, human rights, child safeguarding, anti corruption, etc. see attached) policy to every contract, it is insured that all criteria of it will meet the contracted supplier.</p> <p>This is <b>also valid for all contracts with third party clients</b>. 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><b>@DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion.</b></p> <p><b>@DMCs: Please upload an example of a local supplier contract</b> 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><b>Information on DER Touristik Germany:</b></p> <p>See guidelines of marketing &amp; communication in animal welfare.</p> <p>DTS Incoming Bulgaria do not offer excursions that harm people, animals, plants, natural resources such as water and energy, or that are socially and culturally unacceptable. We does not offer excursions in which wildlife is held captive, except for properly regulated activities in accordance with local, national and international law.</p>
<p><b>7.7. Wildlife featuring</b> 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><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> 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 &amp; DMC network</p> <p><b>@DMC: What kind of excursions with animals do you offer for inhouse and third party</b></p>

		<p><b>clients?</b> Please list them or upload your portfolio-analysis (excel sheet) of Feb 23.</p> <p><b>Information on DER Touristik Germany:</b></p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>DTS Incoming Bulgaria does not offer excursions in which wildlife is held captive, except for properly regulated activities in accordance with local, national and international law.</p> <p>To date, we do not offer such excursions.</p>
<p><b>7.8. Wildlife harvesting</b> 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><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023.</p> <p>When spotting an excursion that does not fit the criteria of the guideline, it will be taken out of the portfolio or the corporate responsibility department of the DER Touristik Group starts an on site audit to improve even these excursions, when showing potential to fit the criteria in the near future.</p> <p>See attached: Animal Welfare Policy of DER Touristik Group &amp; DMC network</p> <p><b>@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.</b></p>



		<p><b>Information on DER Touristik Germany:</b></p> <p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>DTS-Bulgaria doesn't offer excursions involving wildlife harvesting, incl. e.g. hunting, fishing, selling and trading of wildlife animals for in-house and third parties.</p>
<p><b>7.9. Wildlife interactions</b> 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><a href="https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf">https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf</a></p> <p><b>An animal welfare policy</b> 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><b>See attached:</b> Animal Welfare Policy of DER Touristik Group &amp; DMC network</p> <p><b>@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.</b> Are you following any local guidlines/restrictions: e.g. feeding elephants in camps?</p> <p><b>Information on DER Touristik Germany:</b></p>

		<p>See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.</p> <p>DTS Incoming Bulgaria does not offer excursions in which wildlife is held captive, except for properly regulated activities in accordance with local, national and international law.</p> <p>To date, we do not offer such excursions.</p>
<p><b>7.10. Skilled Guides</b> 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>— All DTS Bulgaria guides are certified according to the legislation and meet the highest criteria in terms of working with the agency's clients. All our guides undergo periodic training organized by the guides' associations and our company. In them, proper communication with clients and service providers on the routes is mainly covered.</p> <p><a href="http://bulguide.bg">Union of Bulgarian Tourist Guides (bulguide.bg)</a></p>
<p><b>7.11. Supporting local communities</b> 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>— DTS Bulgaria actively promotes and advises our guests on excursions and activities that directly involve and support local communities: by purchasing services or goods, traditional crafts and foods, including local production methods as well as visiting and supporting various social projects.</p> <p> Zu Gast bei Bay Stoyan.pdf</p> <p> Pokana_2024.png</p>



<p><b>7.12. Supporting environmental and biodiversity protection</b> 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>Although we do not offer products in sensitive areas, we at DTS-Bulgaria actively participate in clean-up and awareness campaigns.</p> <p>According to the guidelines of DERTOUR for sales and communication of sustainable excursions, we will offer our customers for the upcoming season a portfolio of approved responsible excursions with <b>the green label "engaged"</b>.</p> <p>It indicates that they fulfil the requirements of our criteria catalogue for responsible products and have more sustainable content in the categories:</p> <p style="padding-left: 40px;">Transport- shortest possible transport distances and combination with walking tours Experiences- visits to natural sites with care for their conservation and information about their importance for the society food &amp; beverage- support family businesses working with natural and local products</p> <div style="margin-top: 20px;">  Flyer_Wanderung_2024 _SUS.pdf   Pokana_2024.png   Presentation_Eng.pptx         </div>
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## 8. Tour leaders, local representatives, and guides



8


### Tour leaders, local representatives and guides





8

Action		 Details
<p><b>8.1. Employment conditions</b> 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>✓ <b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p> <p>Representatives &amp; Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local &amp; 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><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p>The Bulgarian team:</p> <ul style="list-style-type: none"> <li>- the bus guides and tour leaders are locals and have a direct contract with the agency. Each employee signs in person a written labor contract including: working conditions, benefits, rights and protections granted to workers, or a civil law contract, defined by the local legislation. The contracts comply with all national legal requirements.</li> <li>- the reps-some of them are posted by the respective TO's. We also have a general contract with a local company for rep services for German-speaking clients.</li> </ul>

		 Трудов договор.pdf
<p><b>8.2. Living wage</b> Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	<p>✓ ✓</p>	<p><b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p> <p>Representatives &amp; Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local &amp; Swiss labor laws. All employees are introduced to their specific employment conditions again during their onboarding training (see 8.1.) and do get offered support when needed. The CoC is not included in any employment contract. Our Goal is to implement a training to the Code of Conduct in our onboarding trainings. We will also explain where to find all information online in their work information and manual. Our Contract template is enclosed.</p> <p><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p>The minimum wage is defined by the Bulgarian authorities- 477,- EUR monthly.</p> <p>The minimum salary for our staff is higher than the defined minimum wage.</p> <p>The average salaries in the company are equal or above the usual level for the country.</p> <p>The civil law contracts emolument depends on the type and duration of the provided services.</p>
<p><b>8.3. Qualification and training</b> Key tour leaders, local representatives and guides, contracted by the</p>	<p>✓ —</p>	<p><b>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement:</b></p>



<p>company, are appropriately qualified and are trained regularly.</p>		<p>Our representatives receive an onboarding training (only new employees), a destination training of their supervisor; An introduction, Training-on-the-job &amp; 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). <b>See Action plan (@Coach)</b></p> <p><b>@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.</b></p> <p>The tour leaders and bus guides are licensed, according to Bulgarian legislation.</p> <p>The tour leaders, bus guides and representatives take part regularly in various training courses.</p> <p>The german speaking reps for DERTOOUR Group clients meet the same criteria and take part in courses and training managed by Destination service department.</p> <p> nikola_nikolovdtservices_travel_1136258_237_20241030_900619f190.pdf</p> <p> DTG_ChildSafeguarding_Guideline_DE_2023.pdf</p>
<p><b>8.4. Sustainability policy</b> 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><b>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are informed about your sustainability policy.</b></p> <p><b>@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.</b></p>

		<p>Every employee is informed and receives annexes to the employment contract.</p>  Codex employee_New_Jun_2023Y_BG.pdf
<p><b>8.5. Sustainability knowledge</b> Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓</p>	<p><b>@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are trained in sustainability.</b></p> <p><b>@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.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement:</b></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>Each employee receives a digital booklet with the basic training modules from Travelife.</p>

<p><b>8.6. Destination knowledge</b> Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓</p>	<p><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p><b>@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.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement:</b></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 &amp; achievements at the destination. (Personell changes will be monitored and new staff re-educated.)</p> <p>The topic of sustainability is an integral part of our briefings with the hotel and bus guides at the start of the active season. All of our hotel and bus guides have been taught the materials from the Travelife course "Leading the way! - Guide training". They also take part in additional training programs such as "The code" on the prevention of sexual exploitation of children in travel and tourism. Our guides participate in the various programs and initiatives of the DTS, such as "Clean beaches-clean planet", periodical cleaning of tourist routes etc.</p> <p> nikola_nikolovdtservices_travel_1136258_237_20241030_900619f190.pdf</p> <p> personal_certificate_guide training_VE.pdf</p> <p> Guidebook main ideas of responsible tourism_BAAT.pdf</p> <p> NACHHALTIGKEIT FÜR RVA_BG.docx</p>
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<p><b>8.7. Customer communication</b></p> <p>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><b>@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC.</b></p> <p>The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their <b>supplier statement</b>:</p> <p>Each DMC as well as the DTS-CH webpage "dertouristik-reiseleitung.com" inform on all sustainable matters in general &amp; 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. <b>See action plan (@Coach)</b></p> <p>Guides are trained during onboarding workshops and receive &amp; learn with a specific manual (see enclosed). This obtains information on child safeguarding, supported charitable projects, environmental management in hotels, sustainable products, branch initiatives &amp; 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 &amp; reps link back to the input on sustainable matters on "dertouristik-reiseleitung.com", inform about the DER Touristik Group's Code of Conduct when needed and about information materials on dertouristik.com.</p>
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		<p>In our communication with customers, we are guided by the principles set out in the company's sustainability policy.</p> <p>In the destination the customers are informed about the sustainable alternatives concerning excursion choice and more sustainable behavior on spot. Via three information channels: - info flyer at arrival on the airport - during the welcome meeting with the local hotel guide; - official destination web page.</p> <p><a href="https://dtservices.travel">Sustainability – destination touristic services (dtservices.travel)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Goldstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Sonnenstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p> <p><a href="https://dertouristik-reiseleitung.com/en/bulgarien-goldstrand/nachhaltigkeit/wir-uebernehmen-verantwortung/">https://dertouristik-reiseleitung.com/en/bulgarien-goldstrand/nachhaltigkeit/wir-uebernehmen-verantwortung/</a></p> <p>The representatives are guided by the instructions for holding welcome meetings with the clients. (Info-meeting manuals). Communication regarding sustainable behavior during the holiday and making informed choices when selecting additional activities is an integral part. For this purpose, we also use the codes of conduct provided by Travelife for individual activities, which are uploaded and presented on their tablets.</p> <p> VAR_BOJ_Willkommensblatt am Flughafen_So22_DINA5_.jpg</p> <p> WM_18292_24_PLA_Kinderschutz_engl_DIN_A4_HR.pdf</p>
<p><b>8.8. Sexual exploitation of children: staff training</b> Tour leaders and local representatives contracted by the company, receive</p>	<p>✓ —</p>	<p><b>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</b></p>

relevant information and/or training on the avoidance of sexual exploitation of children.

**employees are currently in the process of training. The REWE Group is taken care of the annual 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 planning 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.**

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

The same applies to the current year. (2024) 100% of our employees have passed the Online Training 'The Code’”.



Destination Touristic Services \_Bulgaria\_The Code.xlsx



The Code e\_learning certificate\_VE2023.pdf



Maria\_Nikova\_Reiseleiterinnen\_E\_learning\_certificate\_The\_Code.pdf





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## 9. Destinations

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### Selection of destinations








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Action	 	Details
<p><b>9.1. Sustainable destinations</b> 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><b>Group Answer: "No". Explanation:</b> 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><b>@DMCs:</b> Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>We do not offer a choice of destination in the wider meaning of the term. Our services are from-to the state border of Bulgaria. In selecting the itineraries for our on-site excursions, we are guided by the principles set out in our sustainability policy mentioned in the previous point.</p>
<p><b>9.2. Accessible destinations</b> In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ —</p>	<p><b>Group Answer: "No". Explanation:</b> 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><b>@DMCs:</b> Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same).</p> <p>We do not offer a choice of destination in the wider meaning of the term. Our services are from-to the state border of Bulgaria. In selecting the itineraries for our on-site excursions, we</p>

		are guided by the principles set out in our sustainability policy mentioned in the previous point.
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## Local projects and initiatives

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Action		 Details
<p><b>9.3. Local economic network</b> The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)</p>	<p></p>	<p> We operate with a preference for local suppliers and seek to incentivise our partners to act accordingly. This is one of the guiding principles by building our supply chain. This requirement is enshrined in our code of conduct for suppliers, which we monitor and support our partners for.</p> <p>Our main hotel partner - Albena PLC invested over the years and today offers an own eco-production. Over 50% of the fresh fruit, vegetables, juice, wine, honey and Black Angus and Galloway meat, served in Albena's restaurants come from their own farming operations.</p> <p> CERTIFICATE OF ACKNOWLEDGMENT J.P..pdf</p>
<p><b>9.4. Forbidden souvenirs</b> 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><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. 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>

**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.

Souvenirs containing endangered species of flora and fauna and / or historical and archaeological artifacts are forbidden by the Bulgarian law and they are not promoted in any form.









## 10. Customer communication and protection

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### Prior to booking

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Action			Details
<p><b>10.1. Customer privacy</b> The company ensures that customer privacy is not compromised.</p>			<p>Data protection is part of every framework agreement of the DMC and the DER Touristik Group.</p> <p><b>Please see</b> a template of the framework agreement enclosed.</p> <p><b>@DMCs:</b> Please upload your data protection policy, your framework agreement or link back to the privacy policy of your website.</p> <p>e.g.: <a href="https://dtservices.travel/privacy/">https://dtservices.travel/privacy/</a></p> <p>Data protection DER Touristik Germany:</p> <p>E.g.: <a href="https://www.dertouristik.com/en/home/">DER Touristik Group: https://www.dertouristik.com/en/home/</a></p> <p>When dealing with personal data, we are guided by DER Touristik company policy.</p> <p>Our employees receive periodic training on this topic.</p> <p><a href="#">Data Protection » DER Touristik</a></p> <p><a href="#">Sustainability – destination touristic services (dtservices.travel)</a></p>

<p><b>10.2. Promotion and communication</b> 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>✓</p>	<p><b>DMC Group Answer</b> 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><b>Info on DER Touristik Germany:</b></p> <p>The products &amp; services of the DER Touristik Germany GmbH (e.g. accommodations, flights, transfers, etc.) are described in detail on the webpage <b>dertour.com, its.de, jahnreisen.de, meiers-weltreisen.de, etc.</b></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 <b>DER Touristik Approval Tool</b> 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 &amp; content) are monitored by our brand management team.</p> <p>Acting as a DMC, we are not involved in marketing and promotion (handled by its clients/ tour operators).</p>
<p><b>10.3. Product information</b> 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>—</p>	<p><b>DMC Group Answer</b> 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><b>Information on DER Touristik Germany:</b></p> <p>See guidelines of marketing &amp; communication in animal welfare.</p>

		<p>Acting as a DMC, we are not involved in marketing and promotion (handled by its clients/ tour operators).</p>
<p><b>10.4. Destination information, quality</b> Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓</p>	<p><b>DMC Group Answer:</b> 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><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. 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><b>Information on DER Touristik Germany</b></p> <p>Booking confirmation: Clients are motivated inform themselves via link to a free &amp; digital travel guide book of DER Touristik with information on the country the client will travel to including all relevant information (local culture, cultural heritage, climate, etc.): See Buenos Aires as an example enclosed.</p> <p>Information on forbidden souvernirs is not included yet, but the TO is working on improving the information of the information in all travel documents.</p> <p><a href="#">Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit   inzumi (dertouristik.com)</a></p> <p>This is an integral part of the company's sustainability policy.</p>

		<p><a href="https://dtservices.travel">Sustainability – destination touristic services (dtservices.travel)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Goldstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Sonnenstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p>
<p><b>10.5. GHG / Carbon emission level</b> 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><b>DMC Group Answer:</b> 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><b>Information on DER Touristik Germany:</b></p> <p><a href="https://www.dertour.de/reisemagazin/flug-kompensieren">https://www.dertour.de/reisemagazin/flug-kompensieren</a></p> <p>Clients are informed about how to compensate their emissions, once they are interested. But there is no direct information during the process of a booking on dertour.com. The technical setup for this option is on its way and confirmed.</p> <p>The decisions on this topic concern our parent company- DER Touristik</p> <p><a href="https://dertouristik.myclimate.org">DER Touristik Group &amp; myclimate - dertouristik.myclimate.org</a></p>
<p><b>10.6. Sustainable transport</b> Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓ ✓</p>	<p>This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-">https://www.apollorejsjer.dk/om-apollo/baeredygtige-</a></p>

		<p><a href="#">rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. 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><b>Info on DER Touristik Germany</b></p> <p>Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany.</p> <p>General information on alternative transport options during/to your holiday destination:</p> <p>travelling by train: <a href="https://www.dertour.de/reisemagazin/urlaubsziele-mit-zug">https://www.dertour.de/reisemagazin/urlaubsziele-mit-zug</a> Europe's most beautiful cycling cities: <a href="https://www.dertour.de/reisemagazin/fahrradstaedte">https://www.dertour.de/reisemagazin/fahrradstaedte</a>  "Sustainable travel with tips for soft tourism - How to reduce your carbon footprint on the road": <a href="https://www.dertour.de/reisemagazin/nachhaltiges-reisen-tipps">https://www.dertour.de/reisemagazin/nachhaltiges-reisen-tipps</a></p>
<p><b>10.7. Transport to the airport</b>  Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly).  Alternatives are provided for short distance connection flights.</p>	<p>✓ ✓</p>	<p><b>DMC Group Answer:</b> 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><b>Information DER Touristik Germany:</b></p> <p>In package tours, a Rail&amp;Fly-Ticket is mostly included. Exceptions are low budget packages, but a Rail&amp;Fly-Ticket is an option as an addon to the booked package.</p>
<p><b>10.8. GHG / Carbon offset information</b>  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><b>DMC Group Answer:</b> 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 <b>collaboration with the "partner myclimate" of DER Touristik Germany:</b></p>

Carbon offsetting: <https://www.dertour.de/reisemagazin/flug-kompensieren> Information on Carbon Offsetting in travel confirmation: **See below, enclosed** Compensation info can be found in the **travel information/booklet (see enclosed) My Sites, App - see below** Information no part of booking process itself

**Info in Detail:**

**2. Booking confirmation quotation:**

Would you like to offset the CO2 emissions of your flight, car journey or cruise? Under the following link you can calculate your CO2 footprint and support certified sustainable carbon offset projects around the world with your offset contribution. Climate protection projects around the world: [dertouristik.myclimate.org](http://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

		<p>o Retrieval of invoice (only for customers with direct collection) and travel documents</p> <p>o And since September 2022 there is also the new My DERTOUR app, which can be downloaded free of charge from the Apple and Google Play Store.</p> <p>The customer is informed about the compensation of CO2 emissions when they call up their booked trip in the portal. <b>The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).</b></p>
<p><b>10.9. GHG / Carbon compensation with booking</b> 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><b>DMC Group Answer:</b> 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><b>Information on DER Touristik Germany:</b></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><b>10.10. Indication sustainable accommodation and excursions</b> (Certified) sustainable accommodations, excursions, packages and/or</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>

transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.

All DMCs may answer "yes".

All sustainable information is bundled here: <https://www.dertour.de/nachhaltiger-urlaub>

**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](#)

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>

#### **More Sustainable excursions:**

- 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)




Information advertising sustainable products before booking and arrival in destination concern the parent company- DERTOURISTIK in their publications and homepages.



<p><b>10.11. Travel advise sustainable offers</b> In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	<p>✓ ✓</p>	<p>In the destination the customers are informed about the sustainable alternatives concerning excursion choice and more sustainable behavior on spot. Via three information channels: - info flyer at arrival on the airport - during the welcome meeting with the local hotel guide; - official destination web page.</p> <p><a href="https://dtservices.travel">Sustainability – destination touristic services (dtservices.travel)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Goldstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p> <p><a href="https://dertouristik-reiseleitung.com">DER Touristik Reiseleitung Bulgarien Sonnenstrand – Willkommen im Urlaub (dertouristik-reiseleitung.com)</a></p> <p> VAR_BOJ_Willkommensblatt am Flughafen_So22_DINA5_.jpg</p>
<p><b>10.12. Sustainability commitment</b> (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><b>DMC Group Answer:</b> Clients of the DMC are informed on the individual webpage of the DMC.</p> <p><b>Please add</b> your webpage/subdomain of destination touristic services/ go vacation/ etc. <b>E.g.</b> <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p>If any information is missing please contact Schumann, Julia &lt;Julia.Schumann@dtservices.travel&gt;. Thank you.</p> <p>We have not yet achieved a Travelife membership status that could be documented.</p>

**After booking and during holidays**

Action		Details
<p><b>10.13. Destination information and interpretation</b> Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	<p>✓</p>	<p>— <b>@DMCs:</b> This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p><b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b>.</p> <p><b>Information on DER Touristik Germany</b></p> <p>Booking confirmation: Clients are motivated inform themselves via link to a free &amp; 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><a href="http://dertouristik.com">Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit   inzumi (dertouristik.com)</a></p> <p>We, as DMC, do not have our own representatives. The training of representatives in the destination on sustainability issues is the responsibility of the tour operators.</p> <p>In terms of our staff (bus guides, mountain and local guides), we are guided by the same working principles (DERTOUR Group) set out in the annual staff training on the subject.</p> <p>In our communication with the agency's clients we are guided by the same principles, which do not differ from those of our main client- DERTOUR.</p> <p><a href="#">Wir übernehmen Verantwortung – DER Touristik Reiseleitung Bulgarien Goldstrand</a></p> <p>Customers are provided with destination information through various channels:</p> <ul style="list-style-type: none"> <li>- at a personal meeting with a hotel representative</li> <li>- official website of the company</li> </ul>

		<p>- during excursions by the excursion guides (Handbuch der DTS-Reiseliter, containing the minimum standards)</p> <p> DER 2024.jpg</p> <p> Flyer_Wanderung_2024 _SUS.pdf</p> <p> BAAT_Guidebook main ideas of responsible tourism_compressed.pdf</p>
<p><b>10.14. Destination dos and don'ts</b> 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>← <b>@DMCs:</b> This question refers to information before arrival at the destination. The DMCs are not handling these services.</p> <p><b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. 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><b>Info on DER Touristik Germany:</b></p> <p><b>See action plan</b></p>

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](http://www.auswaertiges-amt.de). New also via app at [www.diplo.de](http://www.diplo.de);** For Austria: From the Foreign Ministry at [www.aussenministerium.at](http://www.aussenministerium.at); For Switzerland: from the Federal Department of Foreign Affairs at [www.eda.admin.ch](http://www.eda.admin.ch);

**Aswell, there is a section with a general information to the client in the travel information:**

One final request: Please be responsible with your chosen destination. Do not disturb animals in their natural and please respect nature reserves. When diving, please be careful not to touch the corals, as they corals, otherwise they will die and you will be left with a wasteland. Be careful when buying souvenirs made from animals or plants. These often fall under international species protection regulations and may not be imported or exported in Germany.

Please also remember to always take your waste with you. An unforgettable day on a white sandy beach and a coral reef in all its glory will thank you!

**Behaviour in public (e.g. Dubai)**

Exchanging affection and swearing in public in the United Arab Emirates are punishable acts.

### **Clothing (e.g. Dubai)**

Please always remember that you are travelling to a Muslim country. You should only wear swimwear on the beach or in the pool area of the hotel. "Topless" and "thongs" are prohibited. Ladies should refrain from wearing tight miniskirts, shorts and low-cut tops outside the hotel. To avoid hurting the feelings of your hosts, you should always keep your knees, shoulders and upper arms covered and not wear anything see-through or figure-hugging items. Gentlemen should also refrain from wearing muscle shirts and shorts. Please note that when visiting mosques, women wear a headscarf when visiting mosques. Important: The Emirate of Sharjah has a statutory dress code. Women are not allowed to wear short skirts, trousers, backless or see-through clothing outside the hotel facilities.

Men must keep their legs and upper body covered when on the street and should not wear jewelry.

We train our team (bus guides and local guides) annually. The issues covered and training provided are the same as for DERTOUR staff. We also use information and the BAAT database.

Customers are provided with destination information through various channels:



- at a personal meeting with a hotel representative
- official website of the company
- during excursions by the excursion guides (Hanbuch der DTS-Reiseliter, containing the minimum standards)

<https://dertouristik-reiseleitung.com/en/bulgarien-goldstrand/infos-a-z/rund-um-ihr-zielgebiet/sicher-ist-sicher/>

[Zu Ihrer Sicherheit... – DER Touristik Reiseleitung Bulgarien Goldstrand](#)

[Tipps von A bis Z – DER Touristik Reiseleitung Bulgarien Goldstrand](#)

*We as part of the DERTOUR group apply the same standards to third parties, that we have*

		<p>as a minimum standard from the group's own tour operators.</p> <p> DER 2024.jpg</p> <p> BAAT_Guidebook main ideas of responsible tourism_compressed.pdf</p>
<p><b>10.15. Health and Safety</b> Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓ —</p>	<p><b>@DMCs:</b> 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><b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b>.</p> <p><b>Info on DER Touristik Germany:</b></p> <p><b>Travel Documents: Security Advice</b></p> <p>Important note: Please note the <b>security advice</b> for your respective holiday region and any transit country and in particular the entry regulations on the website of the <b>German Foreign Office</b> and the return travel regulations to Germany (<a href="https://www.auswaertiges-amt.de/de/ReiseUndSicherheit">https://www.auswaertiges-amt.de/de/ReiseUndSicherheit</a>). 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 <a href="http://www.aussenministerium.at">www.aussenministerium.at</a> For Switzerland: The Federal Department of Foreign Affairs at <a href="http://www.eda.admin.ch">www.eda.admin.ch</a>.</p> <p><b>Travel Documents: Health e.g. Buenos Aires</b></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</p>

		<p>look on the internet at <a href="http://www.fit-for-travel.de">http://www.fit-for-travel.de</a> or <a href="https://www.healthytravel.ch/">https://www.healthytravel.ch/</a>; There you will find detailed information on the subject of health and travel.</p> <p>The procedure and information channels for third parties are the same as for DERTUR customers.</p> <p><a href="https://www.auswaertiges-amt.de/de/service/laender/bulgarien-node/bulgariensicherheit-211834">https://www.auswaertiges-amt.de/de/service/laender/bulgarien-node/bulgariensicherheit-211834</a></p> <p><a href="https://www.gov.uk/foreign-travel-advice/bulgaria/safety-and-security">https://www.gov.uk/foreign-travel-advice/bulgaria/safety-and-security</a></p> <p>In the destination the customers are informed about health and safety issues. We use the following information channels:</p> <ul style="list-style-type: none"> <li>- during the welcome meeting with the local hotel guide;</li> <li>- during the excursions by the bus guides;</li> <li>- official destination web page.</li> </ul> <p><a href="#">Sicherheitshinweise – DER Touristik Reiseleitung Bulgarien Goldstrand (dertouristik-reiseleitung.com)</a></p>
<p><b>10.16. Destination contact person</b> A contact person and permanently reachable telephone number is available for emergency situations.</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 with.</p> <p><b>@DMCs &amp; Third party clients:</b> Please explain if you or your rep service is the emergency contact, and how clients are informed about the emergency contacts.</p> <p><b>DER Touristik Germany:</b></p> <p><b>See travel documents Dubai enclosed</b></p> <p>Travel documents e.g. Dubai:</p>

**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/>

This is a responsibility of the tour operators. We, as a DMC do not have such commitments and staff.

DERTOUR, for example:

There is a contact person for each destination and emergency phone available 24/7.

[Hotels – DER Touristik Reiseleitung Bulgarien Goldstrand](#)



DER 2024.jpg

<p><b>10.17. Emergency situations</b> Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p><b>@DMCs:</b> When working with <b>DTS-CH reps</b>, see page 113 - 116 in our guide manual. All information on emergency guidelines is given here.</p> <p>If you <b>not work with DTS-CH reps</b>, please explain how you educate you emegency contact persons.</p> <p><b>Info on DER Touristik Germany:</b></p> <p>There is a 24h Hotline for clients at the destination for any problem that might appear.</p> <p><b>Info on communication Hotline Number?</b></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><b>See travel documents Dubai enclosed</b></p> <p>Travel documents e.g. Dubai:</p> <p><b>Page 2</b></p> <p><b>Important contacts</b></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 512, e-mail:</p> <p>reisebetreuung.der@dertouristik.com</p> <p>Customer concerns after return journey: E-mail: kundenbetreuung@dertouristik.com</p>
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Blocking of EC cards: Tel. +49 180 5021021

Blocking of credit cards: Amex: +49 69 97971000, Mastercard: +13142756690, Visa: +14105813836

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- 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.

		<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: <a href="https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/">https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/</a></p> <p>We use the parent company's written protocols detailing how emergencies should be handled by hotel representatives, tour guides and other staff. This information is always shared and available to all staff who will be responsible for guest safety in an emergency.</p> <p> DER 2024.jpg</p> <p> DMC Guidline_emergency procedure_April 2019.pdf</p>
<p><b>10.18. Activities do's and don'ts</b></p> <p>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><b>@DMCs: "Answer: not applicable".</b> 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 <b>3rd party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejserejsertips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejserejsertips-til-en-mere-baeredygtig-rejse</a>. 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>

**Info on DER Touristik Germany:**

Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers.

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/>

Customers are provided with destination information through various channels:

- at a personal meeting with a hotel representative
- during excursions by the excursion guides and by sharing the Sustainability Codes of Conduct for consumers from Travelife.
- official website of the company:



[Andere Länder – andere Sitten – DER Touristik Reiseleitung Bulgarien Goldstrand \(dertouristik-reiseleitung.com\)](#)

We as part of the DERTOUR group apply the same standards to third parties, that we have as a minimum standard from the group's own tour operators.

We actively use the customer codes of conduct developed by Travelife. These are uploaded onto the representatives' tablets and form part of their briefing to customers when selling tours. Also, the content of the activity codes of conduct is a part of the instructions on every excursion by the bus guides (Handbuch der Reiseleiter). On some tours the clients signs a declaration containing the basic information from the code of conduct (4x4 and ATVs tours )

20000

<p><b>10.19. Sexual exploitation</b> Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓</p>	<p>✓</p>	<p><b>@DMCs: "Answer: not applicable".</b> 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 <b>3rd party clients</b>.</p> <p><b>Info on DER Touristik Germany:</b></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><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. 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><b>Info on Specialist (TO) "Manta Reisen":</b></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.</p>

		<p>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. <a href="http://www.thecode.org">www.thecode.org</a></p> <p>The entire DMC team has completed The CODE training for second year, including the reps and tour guides.</p> <p>We as part of the DERTOUR group apply the same standards to third parties, that we have as a minimum standard from the group's own tour operators.</p> <p> Vesselin_Edrov_Tour_Operator_and_Travel_Agent_E_learning_certificate_The_Code.pdf</p> <p> nikola_nikolovdtservices_travel_1136258_237_20241030_900619f190.pdf</p>
<p><b>10.20. Illegal souvenirs</b> 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><b>@DMCs: "Answer: not applicable"</b>. 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 <b>3rd party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. 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.

**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](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](http://www.auswaertiges-amt.de). New also via app at [www.diplo.de](http://www.diplo.de)

For Austria: From the Foreign Ministry at [www.aussenministerium.at](http://www.aussenministerium.at)

For Switzerland: From the Federal Department of Foreign Affairs at [www.eda.admin.ch](http://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 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.

Souvenirs containing endangered species of flora and fauna and / or historical and archaeological artifacts are forbidden by the Bulgarian law and they are not promoted in any

		<p>form.</p> <p>We as part of the DERTOUR group apply the same standards to third parties, that we have as a minimum standard from the group's own tour operators.</p>
<p><b>10.21. Local services and goods</b> Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p><b>@DMCs: "Answer: not applicable"</b>. 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 <b>3rd party clients</b>.</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse</a>. 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><b>Info on DER Touristik Germany:</b></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: <a href="https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/">https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/</a></p> <p>Customers are provided with destination information through various channels:</p> <ul style="list-style-type: none"> <li>- at a personal meeting with a hotel representative</li> <li>- official website of the company</li> <li>- during excursions by the excursion guides (Handbuch der Reiseleiter)</li> </ul> <p><a href="#">Essen und Trinken – DER Touristik Reiseleitung Bulgarien Goldstrand</a></p> <p>We as part of the DERTOUR group apply the same standards to third parties, that we have as a minimum standard from the group's own tour operators.</p> <p> Bulgarische Weine_RL_Handbuch.pdf</p>
<p><b>10.22. Sustainable transport options</b> Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p><b>@DMCs:</b> DMCs do not communicate with the endcustomer only the TO it works with.</p> <p>Please explain, if you work with own reps and provide information to endcustomers (incl. 3rd party clients).</p> <p><b>Info on Apollo (Nordics):</b></p> <p>Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <a href="https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse">https://www.apollorejsjer.dk/om-apollo/baeredygtige-rejsjer/tips-til-en-mere-baeredygtig-rejse</a>. 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>

**Info on DER Touristik Germany:**

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.

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/>

We, as a DMC, do not inform the clients directly, but our tour operator partners.

Customers are provided with destination information through various channels:

- at a personal meeting with a hotel representative
- official website of the company
- during excursions by the excursion guides

We also keep our guests informed using various online information channels.

<https://bulgariatravel.org/useful/transport/>

<https://visitmybulgaria.com/useful-information/>

<https://visitsofia.bg/en/how-to-travel/public-transport>

<p><b>10.23. Donations</b>          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><b>@DMCs:</b> 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> <p><b>Info on DER Touristik Germany:</b></p> <p>The <b>tavel information documents/booklet provides information on a donation</b> to one of the DER Tourisik Foundations projects since April 2023: See travel information enclosed (last page)</p> <p><b>Donation during booking process:</b> Customers can also make a DER Touristik Foundation (DTF) donation <b>when booking at the travel agency</b> and a DTF info with a reference to the donation option is also attached to the travel documents.</p> <p><b>General info:</b></p> <p>The <b>DER Touristik Foundation</b> 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.</p> <p>To date, 86 projects have been carried out in 26 countries on five continents in close cooperation with charitable associations, foundations and aid organisations.</p> <p>associations, foundations and aid organisations on the ground.</p> <p>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.</p> <p>More information at <a href="https://www.dertouristik-foundation.com">https://www.dertouristik-foundation.com</a></p>
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## After holidays

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Action			Details
<p><b>10.24. Customer satisfaction</b> Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	✓	✓	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>If you work with your own B2B survey or other surveys (B2C), please explain your customer satisfaction organisation here.</p> <p><b>Information of Christian Klamp (CRM Quality Manager of DER Touristik Germany):</b></p> <p>We conduct guest surveys at up to 3 touchpoints - after booking, during the trip &amp; 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;"><a href="#">Dertour ITS Meiers Weltreisen Jahn Reisen</a></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>Client satisfaction survey is developed and provided by the tour operator.</p>
<p><b>10.25. Sustainability and customer satisfaction</b> Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>If you work with your own B2B survey or other surveys (B2C), please explain your customer</p>

		<p>satisfaction surveys include questions to sustainability.</p> <p><b>Info on touroperators:</b></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>Client satisfaction survey is developed and provided by the tour operator.</p>
<p><b>10.26. Complaints</b> The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p> <p>When receiving a <b>complaint of a tour operator</b>, how do you manage it?</p> <p><b>Example: DER Touristik Germany and Guide Sevice (DTS-CH): Extract from the Guide Service book (manual):</b></p> <p><b>(Screenshot info on DER Touristik Germany complaint procedure)</b></p> <p>"You are advised to follow the steps below in handling complaints:</p> <p style="padding-left: 40px;">Inform clients on how to send a complaint A designated person will receive formal complaints from clients Record it internally and determine a person in charge of resolution if different from the person above Acknowledge the complaint and investigate as necessary Conduct any internal consultation Communicate with the customer, and offer a solution/resolution</p>



**Information to DER Touristik Germany:**

**Info Reiseunterlagen:**

Während Ihrer Reise für Sie da Ihre Zufriedenheit steht für uns an erster Stelle! Wir möchten, dass Sie einen erholsamen und unbeschwerten Urlaub verbringen. Bei Anliegen hilft Ihnen am schnellsten Ihre Reiseleitung mit „KoRa“, der kundenorientierten Reklamationsabwicklung während Ihres Aufenthalts im

Urlaubsland.

Bitte wenden Sie sich während Ihrer Reise für Ihre Anliegen ausschließlich an die örtliche Reiseleitung. Ist im Verlauf Ihrer Reiseunterlagen kein örtlicher (Notfall)kontakt angegeben?

Dann sind wir für Sie da:

DER Touristik Reisebetreuung

Tel. +49 211 95439512

E-Mail: reisebetreuung.der@dertouristik.com

**Endcustomers of DER Touristik Germany:**

The dts Rep Service or DMC handles complaints and forwards them to the DER Touristik Complaint Department. The department works after strict procedures to ensure handling every case at it's best.

After booking and before their trip, customers can contact their Tour operator with the contact information giving in their travel documents.

During their trip costumors 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 chosing 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."

The tour operator has implemented a customer complaint measurement tool (KORA).