

# Sustainability report - 2025

dtc Egypt (Masters Travel Service)  
Travelife Partner



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# 1. Reporting context

## 2. Company data

### **dts Egypt (Masters Travel Service)**

Airport Road 5

84511 Hurghada, Red Sea

<https://dtservices.travel/destinations-2/egypt>

[dionne.wilce@mastertravelservice.com](mailto:dionne.wilce@mastertravelservice.com)

<b>Tourist volume</b>	>50000
<b>Number of employees</b>	101 - 250
<b>Type of tourism</b>	Sun and Beach tourism,Culture, history and art,Meetings, Incentives, Conferences and Events (MICE),Round tours
<b>Special target groups</b>	Young people,Singles,Seniors,Families with children,Business people
<b>Destinations offered</b>	

### **Sustainability coordinator**

Dionne Wilce

[dionne.wilce@mastertravelservice.com](mailto:dionne.wilce@mastertravelservice.com)

## 3. Introduction

## 4. Mission statement & policy

### 4.1 Mission statement

### 4.2 Policy

## 5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
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10. Customer communication and protection	26	26





## 6. Detailed overview

### 0. Company characteristics

10





#### Contact details

1

Action			Details
0.1. Sustainability coordinator			Dionne Wilce Dionne.Wilce@mastertravelservice.com +20 1223929089

#### Organization structure

1















Action			Details
0.2. Awards			We have no awards or other certifications. We have a group Supplier Code of Conduct and a Group code of conduct.

#### Brands, products, and/or services

6

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Action			Details
<b>0.3. Nature of business</b> Please indicate which of the following activities are part of your business.			Inbound tour operator, Land transport, Activity provider, Guiding service, Travel agency (corporate), MICE
<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, City tour Jeep safaris Diving and snorkelling, Boat tours  Safari tours
<b>0.5. Passenger number</b> Estimate the number of passengers your company accommodates annually			>50000
<b>0.6. Tourism types</b>			Sun and Beach tourism, Culture, history and art, Meetings, Incentives, Conferences and Events (MICE), Round tours
<b>0.7. Target groups</b>			Young people, Singles, Seniors, Families with children, Business people
<b>0.8. Destinations</b>			

## Personnel





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1

Action			Details
0.9. Number of employees			101 - 250

### Public communication

1








Action			Details
0.10. Brands under Travelife scope			



# 1. Sustainability management & legal compliance

16

## Engagement of company


3



Action			Details
<b>1.1. Sustainability coordinator</b> A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).			Dionne Wilce   Job Description _ Sustainability Coordinator V.1.pdf
<b>1.2. Mission statement</b> A sustainability mission statement is defined and published on the company's website(s).			<p>As an international travel group, we are strongly aware of the responsibility arising from tourism's impact on the local population and environment. We need to protect the diversity of our earth and preserve it for future generations. This commitment also affords us with an opportunity: we want to actively shape the development of sustainable tourism in all areas of our company and align it with the future. Sustainability in tourism is as diverse as the world we travel. This includes</p> <p>the promotion of local cultures the creation of jobs under fair conditions the reduction of greenhouse gas emissions caused by travel and the conservation of nature in the holiday destinations.</p> <p>Given the multifaceted nature and complexity, it is clear: that sustainability cannot be achieved overnight. Instead, it is a long and continuous process of transformation that requires thought and cooperation from all those involved.</p> <p>That is why we at Destination Touristic Services are working with our service providers, in industry initiatives and together with civil society on sustainable further developments and</p>

			<p>improvements. Over recent years, we have implemented many initiatives and projects to actively shape more sustainable tourism in all areas of our business.</p> <p><a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></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>Dionne Wilce</p> <p>Assistant to CEO</p> <p>Mohamed Wahab</p> <p>Project Manager</p> <p>Company learning monitor</p> <p>No workshop information for this company</p> <p> personal_certificate.pdf</p> <p> WAHAB Travelife _ personal_certificate _1_.pdf</p>

## Social cooperation



3






Action			Details
<b>1.4. Collaboration</b> The company is actively involved in external forums and working groups	✓	—	We are not involved with any external forums or working groups - Except Travelife.

which are supportive to sustainability in tourism.			
<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) .	✓	—	We have not shared or exchanged any experience / we assume we will be able to once we receive our travelife certification.
<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).	✓	—	We make no contributions, financial or volunteering. We will contact our local NGO - HEPCA to explore how we can support them and work towards common goals especially for our sea based excursions.   REVISED Masters Travel Service ACTION PLAN 2025_2027.xlsx  ACTION PLAN _ DONATIONS.jpg

## Baseline assessment



2

Action			Details
<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.	✓	—	At Masters Travel Service, we have a robust system in place to assess and monitor the sustainability performance of the key supply chain businesses we work with. This involves liaising closely with our partners including hoteliers and 3rd party suppliers, to gather and maintain up-to-date records on their sustainability practices. We complete regular quality checks and audits to ensure the suppliers we use are committed to maintaining sustainable practises, as we aim to promote sustainable leading hotels in our recommended portfolio. We actively encourage and support our suppliers in adopting sustainable measures and to register on a sustainability platform like travelife, ensuring that our supply chain aligns with our commitment to environmental and social responsibility. By doing so, we strive to promote sustainable practices across the board and contribute to a more aware, responsible and ethical

			<p>industry.</p> <p> Email COPY _ HOTEL PARTICIPATION _ MONITORING.pdf</p> <p> Copy of Copy of DTG_PortfolioAnalysis_AnimalWelfare_TEMPLATE_EN_2023.01.31 _003_.xlsx</p> <p> Sustainability Template _ inventory partner accommodations HOTELS.xlsx</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>we have completed this report</p> <p> Sustainability_report__dts Egypt _Masters Travel Service__21_02_2025.pdf</p> <p> dts Egypt _Masters Travel Service__03_03_2025_quickscan.pdf</p>

## Policy

2

Action			Details
<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 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>Masters Travel Service Sustainability Policy</b>  <b>Introduction</b>  Tourism is a cornerstone of Egypt's economy, particularly in the Red Sea region, renowned for its pristine beaches, vibrant coral reefs, and rich biodiversity. Coupled with Egypt's unparalleled cultural heritage—from ancient monuments to living traditions—the country stands as a global destination for both natural and cultural tourism. At Masters Travel Service,

we recognize the profound impact tourism can have on the environment, society, and local economies. We are committed to operating responsibly, ensuring our activities contribute positively to the preservation of natural ecosystems, the empowerment of local communities, and the celebration of cultural heritage.

This Sustainability Policy outlines our purpose, commitments, and strategic objectives to foster responsible tourism that benefits the environment, society, and our clients.

### Purpose

The purpose of this policy is to establish a clear and actionable framework for integrating sustainability into every aspect of our operations. We aim to:

Minimize our environmental footprint. Support and empower local communities.  
Preserve and promote Egypt's cultural heritage. Enhance the travel experience through responsible and meaningful tourism practices.

### Background

Operating in the Red Sea region, we are acutely aware of the environmental and cultural challenges posed by mass tourism, including coral reef degradation, water scarcity, and the erosion of local traditions. Masters Travel Service is committed to addressing these challenges by adopting a holistic approach to sustainability—balancing economic growth with environmental stewardship and social responsibility.


### Core Commitments

**Environmental Protection:** Protect and restore the marine and coastal ecosystems of the Red Sea by advising and teaching all visitors, safe sea practices. **Cultural Preservation:** Respect and promote Egypt's cultural heritage through authentic and responsible tourism experiences. **Community Empowerment:** Support local economies and foster social equity through inclusive hiring, fair wages, and community

			<p>engagement. <b>Client Education:</b> Educate and inspire clients to adopt sustainable travel practices. <b>Continuous Improvement:</b> Innovate and adapt to emerging sustainability challenges and opportunities.</p> <p><b>Policy Objectives</b></p> <p>Reduce the environmental impact of our operations, particularly on marine ecosystems and cultural sites. Partner with hotels, transport providers, and local businesses to implement sustainable practices. Support local employment, entrepreneurship, and community development. Promote eco-friendly transport options and low-impact excursions. Align with global sustainability frameworks,</p> <p><b>Guiding Principles</b></p> <p><b>Sustainability:</b> Ensure the long-term environmental, social, and economic viability of our operations. <b>Transparency:</b> Communicate openly about our sustainability efforts, progress, and challenges. <b>Collaboration:</b> Work with stakeholders, including local communities, government agencies, and NGOs, to achieve shared sustainability goals. <b>Innovation:</b> Continuously seek and implement innovative solutions to sustainability challenges.</p> <p><b>Thematic Areas of Action</b></p>
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				<p><b>Environmental Conservation</b></p> <p>Partner with marine conservation organizations to protect coral reefs and biodiversity. Encourage hotels and partners to adopt water-saving technologies, renewable energy, and waste reduction practices. Eliminate single-use plastics and promote recycling across all operations. Promote low-impact transportation options, such as electric vehicles and shared shuttles.</p> <p><b>Cultural Preservation</b></p> <p>Collaborate with local artisans, historians, and cultural organizations to design authentic and respectful tourism experiences. Educate clients on the importance of respecting local traditions, customs, and historical sites. Design itineraries that minimize overcrowding and distribute tourist traffic to lesser-known sites.</p> <p><b>Economic Responsibility</b></p> <p>Source goods and services locally to support regional economies. Provide fair wages, training, and capacity-building opportunities for local staff. Promote local entrepreneurship through partnerships and collaborations.</p> <p><b>Social Equity</b></p> <p>Ensure inclusivity in hiring and partnerships, promoting diversity and equal opportunities. Uphold human rights and ethical labor practices across all operations. Implement child protection measures to ensure tourism activities do not negatively impact children.</p>
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		<div>Implementation and Accountability</div> <div>Sustainability Management</div> <div> <p>Implement a robust sustainability management system to monitor, evaluate, and report on our performance. Comply with Egyptian and international environmental and labor laws. Align our efforts with global recognised frameworks. Partner with NGOs, government agencies, and the tourism board to support sustainable development in the Red Sea region.</p> </div> <div>Reporting and Transparency</div> <div> <p>Regularly monitor and report on sustainability performance and achievements.</p> <p>To maintain transparency and accountability.</p> </div> <div>Conclusion</div> <div> <p>This Sustainability Policy is a living document, subject to regular review and updates to reflect evolving sustainability practices, stakeholder expectations, and global best practices. At Masters Travel Service, we are committed to leading by example, ensuring that our operations not only protect the environment and support local communities but also inspire our clients to travel responsibly.</p> </div> <div>  Masters Travel Service Sustainability Policy.pdf </div>
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<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>  <a href="https://dtservices.travel/wp-content/uploads/2025/02/Sustainability-Policy_Masters-Travel-Service.pdf">https://dtservices.travel/wp-content/uploads/2025/02/Sustainability-Policy_Masters-Travel-Service.pdf</a>
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## 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).	✓	✓	We have developed our own action plan that places emphasis on the goals and sustainable aspects we will be focusing on during the next 2 years. We aim to check, assess, reduce and comply for the following Sustainability attributes: Sustainable development management / internal Management / internal environmental management / Transportation / Excursions / Accommodations / waste management.   REVISED Masters Travel Service ACTION PLAN 2025_2027.xlsx
<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.	✓	✓	We organised several management meetings which included employees plus Department Managers from each business unit, We discussed realistic goals and expectations to ensure a reasonable and achievable action plan that will support Masters in achieving our sustainability goals going forward.   EMAIL COPY _ including colleagues in sustainability progress.docx





## Monitoring and evaluation

2

Action			Details
<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.			We hold regular meetings, once per month with the Sustainability coordinator, business unit managers and Management to discuss action plan progress, suggestions and new ideas. As we develop, we will update our action plan with actions taken so far so we can monitor progress and the successfulness of each action making changes where necessary.   1.18 Template _ SUSTAINABILITY Monitoring and evaluation.xlsx
<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.			No internal newsletters or communications regarding our sustainability have been sent out to employees yet but we intend to send out quarterly newsletters re our sustainable efforts and progress starting this year, hopefully we will start by April 2025.

## External reporting and communication

2

Action			Details
<b>1.15. Travelife reporting</b> The company reports its progress via Travelife at least every two years.			We have recently joined the platform and we intend to report at least every two years, but this is our 1st time reporting.















<p><b>1.16. Public reporting</b></p> <p>The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p><a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p>You can find our general sustainability actions and reports for all destinations within our group. We will upload ours once complete.</p>
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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.			We do not restrict any employee joining any trade union. There are no trade unions active in our company. We follow all decrees of Egyptian labor law and the office of manpower.
<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).			ministry of manpower
<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).			We have an HR department that ensures employees receive all their rights, All employees have employment contracts and are aware of all their employment rights as per Egyptian Labor law.   TEMPLATE _ Masters Employment Contract.pdf
<b>2.4. HR Manual</b> The company has a written Human Resource policy.			uploaded.   DMC Manual M36.1 V1.0 Human Resources Basic Processes.pdf
<b>2.5. Formal contracts</b>			We will add the following clause to all new employment contracts:

All employees of the company have an employment contract, including labour conditions and a job description.			<p><b>Sustainability Clause</b></p> <p>The Employer and Employee commit to promoting environmental, social, and economic sustainability. The Employee agrees to follow the Employer's sustainability policies, minimize environmental impact, and participate in related initiatives. The Employer will provide necessary resources, training, and support to achieve sustainability goals. Both parties will collaborate to improve sustainable practices and comply with applicable laws. The Employer will not retaliate against the Employee for raising sustainability concerns in good faith.</p> <p> TEMPLATE _ Masters Employment Contract.pdf</p>
<p><b>2.6. Living wage</b></p> <p>The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	✓	✓	Masters Travel Service adheres to Egyptian Labor law and Ministry of Manpower directives to ensure ALL employees receive equal or higher than the minimum wage guidelines.
<p><b>2.7. Overtime</b></p> <p>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>	✓	✓	We do not usually have any overtime usage due to the flexible working hours in our operations. Any owed time would be taken in Lieu for instance working on Public bank Holidays.
<p><b>2.8. Medical insurance</b></p> <p>The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	✓	✓	<p>We provide medical insurance for all staff with AXA - a renowned medical insurance provider. Our packages exceed the minimum requirement.</p> <p> Medical Insurance Policy Year 2024_2025.pdf</p>
<p><b>2.9. Liability Insurance</b></p> <p>The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	✓	—	We have full Public Liability Insurance that covers all our services and employees during work related services.

<b>2.10. Holiday / Annual leave</b> The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	✓	All employees are entitled to paid yearly holidays entitlement, entitlement is mandated as per Egyptian labor law and Ministry of Manpower.
<b>2.11. Sick Leave</b> Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	✓	—	We provide paid sick leave in line with Egypt's employment laws.
<b>2.12. 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.	✓	✓	Yes we have a Health & Safety policy, which is made available to all staff as part of the onboarding process and on a shared easily accessible drive for existing employees.   Masters Health _ Safety policy.pdf
<b>2.13. Equal opportunities</b> The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.	✓	✓	As stated in our HR policy & Code of conduct.   DMC Manual M36.1 V1.0 Human Resources Basic Processes.pdf  CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf
<b>2.14. 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.	✓	✓	We do not employ any children and ensure all our suppliers have received our Supplier Code of Conduct which they sign as an agreement to meet our requirements.   DERTOUR Group_SCoC 2.0_ENG_final.pdf
<b>2.15. Complaints procedure</b>	✓	—	Yes we encourage employees to report grievances and also provide information on how to do



<p>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>so, anonymously if needed. please find our Code of Conduct. already uploaded.</p> <p> CC1900EN_V2.00_000_Code_of_Conduct_REWE_Group.pdf</p>
<p><b>2.16. 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>Masters have a Dedicated HR department and HR management for employees to raise any employment issues. Attached our HR manual.</p> <p> DMC Manual M36.1 V1.0 Human Resources Basic Processes.pdf</p>
<p><b>2.17. Disciplinary procedures</b> There are documented disciplinary procedures in place and staff are aware of them.</p>	✓	—	<p>We are in the process of updating our internal policies. All disciplinary measures currently taken are in accordance with our HR department and Egyptian employment law. Please find attached our previous internal documentation. and the action plan entry for completion.</p> <p> ACTION PLAN _ HR Processes.jpg</p> <p> disciplinary sanctions.pdf</p> <p> Penalty form.pdf</p>
<p><b>2.18. Persons with special needs</b> The company employs persons with special needs</p>	✓	—	<p>Employment for special needs is dictated by Egyptian employment law which mandates that Employers with at least 20 employees must ensure that at least 5% of their employees have disabilities. We follow Egyptian Employment law.</p>

<b>2.19. Measuring employee satisfaction</b> Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	an annual employee performance review is conducted in an open dialogue setting, allowing for transparent feedback from the employee.
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## Training and education

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Action	✓	✓	Details
<b>2.20. Health and safety</b> All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	—	We do not have existing training plans for the mentioned subjects, however all Employees have access to our code of conduct and access to the many resources available on our company intranet. All employees know how to report and escalate via our intranet.
<b>2.21. 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.	✓	—	All employees have access to group wide training sessions and all training material is available for employees who were unable to attend.  16
<b>2.22. Trainee positions</b> Traineeships/Internships are offered to students.	✓	—	We do not have specific official traineeships or Internships for students to apply for. However, we do offer ad-hoc temporary work experience for university students but this is done individually by request and not via any educational institutes.




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

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#### Procurement



6



Action			Details
<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).			We will implement a policy to reduce all paper usage as part of our action plan.  please see attached Action plan.   REVISED Masters Travel Service ACTION PLAN 2025_2027.xlsx  ACTION PLAN _ REDUCE PAPER.jpg
<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.			We will implement a purchasing policy as part of our action plan.   Masters Travel Service Sustainability Policy.pdf
<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.			We do use sustainable recycled paper if available. This is part of our action plan and will use local suppliers that can meet our requirements. Please find attached   OFFICE PAPER SUPPLIER.pdf  OFFICE PAPER SUPPLIER EMAIL.docx

			 Office paper packaging.JPG  office paper packaging 2.JPG
<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.	✓	✓	We only print in greyscale and machines are set for double-sided printing.   OFFICE PRINTER SETTINGS.jpg
<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.	✓	—	We do not provide coffee or tea for staff, they all purchase their own for personal consumption. We will purchase sustainable Coffee/Tea when we have any external visitors or meetings.
<b>3.6. Cleaning materials</b> Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	—	We are currently reviewing the products used by our external cleaning company and will insist they meet our sustainability obligations by using approved products.

## Paper (promotional materials)




3



Action			Details
<b>3.7. Printing company</b> The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	—	We will be checking within our supply chain and will endeavor to encourage our existing suppliers to comply if possible, we will also check if sustainable printing suppliers operate in our area.









<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).	✓	✓	We only print excursion leaflets and welcome materials for the clients. once our current stock depletes we will only re-print with suppliers that are willing to meet our sustainability requirements.   OFFICE PAPER SUPPLIER.pdf  OFFICE PAPER SUPPLIER EMAIL.docx
<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.	✓	—	We do not print brochures but we are reducing our marketing paper usage (leaflets etc) by moving to an online excursion application. clients now read about and book trips via a tablet at the welcome meeting using our online platform. We have added reducing welcome meeting paper usage to our action plan.








## Energy

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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.	✓	✓	All PC's must be closed at the end of the working day. Air-con is switched off at 5pm. Lights off in each department after working hours. This is monitored daily by our building manager.   Office Energy Reduction Policy.pdf
<b>3.11. Monitoring energy consumption and sources</b> Energy consumption for heating/cooling and electricity is measured by type	✓	—	We do not measure consumption by type, we receive an Electricity bill for all usage.



and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.			<p>We have a generator for back-up for power-cuts etc.</p> <p>We use a Caterpillar generator. It holds 500 liters of diesel fuel. We also have a big tank that holds 1 ton of diesel."</p> <p>When the power goes off, the generator starts in one minute. It uses about 150 liters of fuel every hour it runs."</p> <p>We only use it when the power goes out, which happens about once a week and usually lasts less than half an hour.</p> <p>We will explore battery back-up solutions with the building owners.</p> <p>207774 0</p>
<b>3.12. Sustainable energy</b> Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	We rent our office and only have a standard electric supply. As part of our action plan we will approach our landlord to discuss renewable energy solutions such as Solar Panels etc.
<b>3.13. Carbon offset</b> CO2 emissions from fossil energy used in the offices are offset.	✓	—	<p>Carbon compensation is also possible if the energy is integrated in the renting contract. We have added this to our action plan.</p> <p> Action plan _ showing Carbon Offsetting.jpg</p> <p> Calculating Carbon Offsetting.pdf</p>
<b>3.14. Energy efficient lighting</b> At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or	✓	—	We currently use energy efficient lighting inside our building. It is our aim and part of our action plan to ensure all external company lighting is energy efficient.

T-5s), including outside and parking spaces.			 IMG20250307105242.jpg  IMG_20250307_110359.jpg  IMG_20250307_110429.jpg  IMG_20250307_110459.jpg  IMG_20250307_110515.jpg
<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.	✓	✓	We have implemented a written policy, and daily monitor 'Equipment Switch-off' actions. All PC's must be closed at the end of the day, the centrally controlled Air-Con for the whole office is switched off at 5pm. this is handled and monitored daily by our building manager.   Office Energy Reduction Policy.pdf
<b>3.16. Light “switch-off” policy</b> Office lights are switched off after office hours.	✓	✓	We do have a written policy and monitor. Our building manager and caretaker ensure all lights are switched off in the office when employees have left the building.   Office Energy Reduction Policy.pdf
<b>3.17. Low energy equipment</b> When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	We will implement this with our purchasing and IT department when we next have to purchase any equipment.   PHOTOCOPIER LABEL.jpg



			 PHOTOCOPIER LABEL1.jpg  PHOTOCOPIER.jpg  PRINTER LABEL 1.jpg  PRINTER LABEL 2.jpg  PRINTER.jpg  REFRIDGERATOR LABEL.jpg
<b>3.18. Efficiency mode</b> Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	We have centrally controlled air-con on EACH floor (4 floors total). The Air-con units are pre-set to run at between 21-24 degrees. No staff have access to alter the Air-con thermostat, to avoid individual adjustments. All printers have energy saving mode set by default. all PC's go to sleep mode when unattended during working hours.   AIR_CON CENTRAL CONTROL.jpg

## Water

3




Action			Details
<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	✓	—	Weekly checks are made on our water tanks and water meter readings are checked to identify any increases. We encourage water reduction actions.








goals are identified and pursued.			 Water Reduction Policy.pdf  Employee Instructions for Daily Water Conservation.pdf
<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.	✓	—	We measure water usage monthly and yearly. Below measurement is total usage for 2024.  2103
<b>3.21. Water saving toilets</b> Dual flush or other water saving equipment is installed in the toilets	✓	✓	We rent our building.

## 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.	✓	✓	Our waste is collected by the government
<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).	✓	✓	We do not use any single use items, all staff have their own re-usable cups. Our printers are set to do double-sided printing. All purchases when possible are purchased in bulk.   Masters _ Waste reduction policy.pdf

<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.	✓	✓	we do not supply or use packing boxes in our buisness use, nor do we need or use any packing materials.
<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.	✓	—	We have water filters in each office kitchen that fill a drinking water dispenser from the main water supply.   WATER FILTER kitchen 1.jpg  kitchen water filter 2.jpg  water filter 2 under.jpg  water filter kitchen 1 under.jpg
<b>3.26. Reuse / recycling of waste</b>  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.	✓	✓	We re-use plastics (our operational signs/bus signs/boards etc.) whenever possible by using Stickers to cover any changed logo's of our partners rather than re-purchasing. We do not use single-use plastics in our office.
<b>3.27. Toner/ink</b> When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	—	We have a contracted service agreement with CANNON for maintenance of all our printers/copiers etc. this includes ink and toner cartridge replacement/filling.
<b>3.28. Recycling of batteries</b>	✓	—	local battery recycling is not available. We have minimal battery usage. We will add updating

Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.		any single use batteries to Re-chargable on our Action plan.
		 ACTION PLAN _ RECHARGABLE BATTERIES.jpg

## Reducing pollution

2

Action			Details
<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.			Our wastewater is collected in a tank below ground, once per week we open the valves to empty the tank into the Government wastewater system. this is regulated by the government.
<b>3.30. Pollution reduction policy</b> The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.			We are currently changing all cleaning and other products to meet our pollution reduction policy.   REVISED Masters Travel Service ACTION PLAN 2025_2027.xlsx   ACTION PLAN _ products _ storage.jpg







## Mobility

5

Action			Details
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<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.	✓	—	We do not reimburse or offer financial support for staff travelling to work/home. Our office is centrally located and most staff live locally and walk to work. We do encourage online meetings rather than face-to-face and most of our meetings are online, by default this has reduced a lot of business travel.
<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.	✓	—	Egypt is very new to offsetting Carbon but the government have made great strides during Q4 2024. Masters does not carry out a lot of business travel by Air but we will look into Carbon Offset programmes going forward.
<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.	✓	—	Egypt is very new to offsetting Carbon but the government have made great strides during Q4 2024. Masters does not carry out a lot of business travel by Air but we will look into Carbon Offset programmes going forward.
<b>3.34. Employee incentives</b> Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	Most of our employees walk to work, our office is locally/centrally placed. We do not offer any stimulous packages or compensate at all which is why we chose N/A as instructed above.
<b>3.35. Transport reduction</b> Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	We do allow Working From Home if any transport related impacts affect whether they can attend the office.

## Sustainability training and awareness raising

Action			Details
<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.			This is part of our ongoing action plan and staff will receive training and guidance about our sustainability measures. All office staff are aware of paper usage, energy saving measures we enforce. <div>  REVISED Masters Travel Service ACTION PLAN 2025_2027.xlsx  ACTION PLAN _ educate staff.jpg </div>

## 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.			



## 4. Inbound partner agencies

7

### Inbound partner agencies











4

Action			Details
<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.			Our largest partners (+80% of our business) are DERTOUR Group brands ITS / APOLLO / KUONI all of which are currently engaged in sustainability via DERTOUR Group. We will review this purpose for our 3rd party business.
<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).			We will advise all our partners once we have received our travelife certification. please see attached evidence as we do already fulfil via our SCoC.   T.O PARTNER EMAIL _ Evidence to support.pdf  KYS Supplier Template _003_.pdf  DERTOUR Group_SCoC 2.0_ENG_final.pdf
<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			16 Corporate Code 16.1 The Service Provider undertakes to ensure that the statutory provisions of the Act on Corporate Due Diligence Obligations

<p>not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>			<p>in Supply Chains (Lieferkettensorg- faltspflichtengesetz) are complied with throughout the supply chain of the contractual products. The Service Provider undertakes in particular to reduce human rights and environmental risks within the meaning of the Act on Corporate Due Diligence Obligations in Supply Chains along its supply chain by taking appropriate measures.</p> <p>The Service Provider undertakes to comply with the requirements arising from the Code of Conduct for Suppliers drawn up by DER Touristik Group and available at <a href="https://www.dertouristik.com/en/supplier-code-of-conduct">https://www.dertouristik.com/en/supplier-code-of-conduct</a> for the entire duration of its business relationship with DT DE or other Group Companies. The Service Provider undertakes to ensure that the principles laid down in the Code of Conduct for Suppliers are also communicated to and complied with by its executive bodies, employees and subcontractors as well as all its direct and indirect suppliers. The version of the Code of Conduct for Suppliers that was available under the aforementioned link when a contract was last concluded between the Service Provider and DT DE or other Group Companies shall apply in each case, whereby the Service Provider shall be free at any time to refer to a more recent version instead.</p>
<p><b>4.4. Sustainability training - motivation</b> Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>			

## Specific conditions

3

Action			Details
<b>4.5. Contracts</b> Written contracts with partner agencies are in place.			We sign Partner contracts, for a set duration usually 1-2 yrs, some with automatic renewal. example attached. All contracts cover responsibility elements, SLA's, payments, fees, Cancellations, force majeure and legal jurisdiction.   Masters Travel Service _ Agency Agreement 2025.pdf
<b>4.6. Sexual exploitation of children: contracting</b> Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).			All our contracts include our Supplier Code of Conduct and the penalties for violation.
<b>4.7. Labour conditions</b> Partner companies comply with all relevant national laws protecting the rights of employees.			We only work with EU Tour Operators which are regulated to follow all EU employment directives.   KYS Supplier Template _003_.pdf











## 5. Transport

4





### Selecting transport suppliers

3

Action			Details
<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).			<b>Your answer:</b> not applicable  Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.
<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).			<b>Your answer:</b> not applicable  Explanation: Clients of the DMCs/ outbound tour operators offer different transport options: Rail& Fly, flight, individual transfer.  The DMC is not offering such services.
<b>5.3. Local transport</b> In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).			We would consider sustainable alternatives (electric vehicles etc) for local transfers/excursions, however sustainable alternatives are not currently widely available or used in Egypt due to a lack of supporting infrastructure.

## Sustainable packages

1


Action			Details
<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).			We do not offer package Tourism.



## 6. Accommodations


11

### Accommodations

7

Action		Details
<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><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>Franchise Agreements Cooperations &amp; Marketing Services Agreements Managed &amp;</p>

		<p>Pacht &amp; owned Hotels</p> <p>The CoC is also included in the main portfolio of all hotel contracts.</p> <p>An overview of all contracted hotels per season and their certification status is attached.</p> <p>As a DMC we are encouraging all our hotel partners to secure sustainability certification, we proactively follow this with each new hotel signing. By DEC 2025 We will start to update our 3rd party business partners of hotels that support sustainability measures. We are actively engaging our current hotel portfolio, please see attached email which was sent to our entire hotel portfolio. A link to our company Code of Conduct forms part of our T&amp;C's on all hotel contracts.</p> <div data-bbox="1025 635 1075 710">  </div> <p>Email COPY _ HOTEL PARTICIPATION _ MONITORING.pdf</p> <div data-bbox="1025 710 1075 785">  </div> <p>Hotel Contract T_C_s MASTERS TRAVEL SERVICE.pdf</p>
<p><b>6.2. Accommodation communication</b></p> <p>The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant 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 answer the questions for your DMC. Thank you.</b></p> <p>In some DMCs the DER Touristik Group (DTG) contractors purchase accommodations towards the group goals of the DTG and so all contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. (See workshop material enclosed)</p>

		<p>We are contacting all current contracted hotels and monitoring their sustainability commitment, we are advising that Masters Travel Service want to ensure that the accommodations we promote/sell meet our Group's sustainability commitments. Please note an email to a hotel partner was previously attached.</p> <p> Email COPY _ HOTEL PARTICIPATION _ MONITORING.pdf</p>
<p><b>6.3. Certified accommodations</b> Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travezyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓ —</p>	<p><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 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 and inform about the benefits of such.</p> <p>The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year).</p> <p>We are currently completing a monitoring spreadsheet to see which of our hotel portfolio hold sustainability certifications. Currently we do not give preference to certified hotels but will aim towards this in future strategies, by end of 2026 we hope that at least 50% of our hotel portfolio hold sustainability certification.</p>

<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>—</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>Our company SCoC has already been uploaded, this is in ALL our hotel contracts.</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>—</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>Our group hotel contracting department has taken an online training of the DER Touristik Group's Sustainability Department on the general and economic advantages of Travelife/GSTC recognized certification for accommodations. Like this, they are prepared to motivate hoteliers to get certified.</p> <p>Currently we do not do this but it will be part of our action plan.</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>—</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 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.EAIAIQobChMlr6L6qayw_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.EAIAIQobChMlr6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE</a></p> <p>We have not been approached by any other operators in this regard but would support a sustainability collaboration.</p>
<p><b>6.7. Incentives</b></p> <p>Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green</p>	<p>✓</p>	<p>—</p>	<p><b>The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.</b></p>

logos/indications).		<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>Not currently but it's something we will look at in the future.</p>
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## Specific conditions

4

Action			Details
<p><b>6.8. Child and compulsory labour</b></p> <p>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</p>



acts, such as sexual exploitation of children."

[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)



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We ensure all suppliers in our supply chain agree to and have access to our Code of Conduct and sign adherence in all supplier contracts. Attached are our hotel T&C's that each hotel agrees to when they sign the accommodation contract, relevant section 9 - section text below:


The hotel undertakes to ensure that the statutory provisions of the Act on Corporate Due Diligence Obligations in Supply Chains are complied with throughout the supply chain of the contractual products. The hotel undertakes in particular to reduce human rights and environmental risks within the meaning of the Act on Corporate Due Diligence Obligations in Supply Chains along its supply chain by taking appropriate measures. The Hotel undertakes to comply with the requirements arising from the Code of Conduct for Suppliers drawn up by DERTOUR Group and available at the following link: DERTOUR Group SCoC for the entire duration of its business relationship with MASTERS TRAVEL SERVICE. The hotel undertakes to ensure that the principles laid down in the Code of Conduct for Suppliers are also communicated to and complied with by its executive bodies, employees and subcontractors as well as all its direct and indirect suppliers.

SCoC - Paragraph: 3.6 Prohibition of child labour

The minimum age of a child for admission to employment must be above the age at which compulsory education ends under the law of the place of employment, but in no case below the employment

		<p>age of 15 years, unless one of the exceptions recognised by the ILO applies (cf. ILO Convention No. 138) and applicable local law also provides for that exception.</p> <p>In order to ensure compliance with the above, reliable age assessment methods must be used when recruiting staff, provided however that such methods must not, under any circumstances, lead to any degrading or undignified treatment of employees or applicants.</p> <p>3.7 Protection of young persons</p> <p>The worst forms of child labour (as defined in ILO Convention No. 182) are always prohibited for employees under the age of 18. These include, but are not limited to, all forms of slavery and practices similar to slavery, work in illicit activities and any work which, by its nature or the circumstances in which it is carried out, is likely to be harmful to the health, safety or morals of children or young persons.</p> <p>If persons under the age of 18 are employed, their working hours must not interfere with their ability to participate in vocational training programmes recognised by competent bodies.</p> <p> DERTOUR Group_SCoC 2.0_ENG_final.pdf</p> <p> Hotel Contract T_C_s MASTERS TRAVEL SERVICE.pdf</p>
<p><b>6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage.</b></p> <p>The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	✓	<p>— <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>Accommodations mostly feature local architectural elements to melt with the local landscape</p>

		<p>and also create an atmosphere that suits the most attractive elements of the destination and its surroundings.</p> <p>The buildings of recently designed accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way.</p> <p>Accommodations mostly feature local architectural elements to melt with the local landscape and also create an atmosphere that suits the most attractive elements of the destination and its surroundings.</p> <p>The buildings of recently designed accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way.</p>
<p><b>6.10. Sexual exploitation of children: contracting</b></p> <p>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>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</p>

		<p>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> <p><a href="https://dertouristik-reiseleitung.com/">https://dertouristik-reiseleitung.com/</a> &gt; Bottom of page</p> <p>&gt; <a href="https://dertouristik-reiseleitung.com/en/compliance-verhalten/">https://dertouristik-reiseleitung.com/en/compliance-verhalten/</a></p> <p>All our supply chain has received our Supplier code of conduct which states that Masters Travel/DERTOUR Group 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. All hotel contracts Terms &amp; Conditions - include our Supplier Code of Conduct link (Section 9) please find attached our Hotel Contract Terms &amp; Conditions.</p> <p> Hotel Contract T_C_s MASTERS TRAVEL SERVICE.pdf</p>
<p><b>6.11. Local communities resources</b></p> <p>In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	✓	<p>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>

Service providers shall act responsibly in order to protect the environment. They shall minimise potential negative impacts of their business activity on the community, environment and natural resources and encourage measures to re-use and recycle resources. Service providers are required to continuously improve protection of the environment in their business processes. In this regard, we view the existence of suitable environment management systems as an advantage.

Procedures and standards for waste management, for the handling and use of chemicals and other hazardous substances and their disposal, and for emissions and waste water treatment **must be**

**observed.** [https://www.dertouristik.com/wp-content/uploads/2022/09/EN\\_SCoC\\_DER-Touristik-Group.pdf](https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf)

**Compliance** means the adherence to legal provisions and corporate standards of conduct. Compliance regulations aim to protect employees and the company from harm. They form the foundation for our daily actions and apply to all employees including managers and directors.

Our employees are continually informed about our compliance regulations and receive personal advice upon request. Information from employees or external parties about potential misconduct, **possible violations** of law or offences such as corruption, are examined with great care and treated confidentially.

The compliance team of the DER Touristik Group can be reached via email [here](#).


<https://www.dertouristik.com/en/compliance-behaviour/> & Hintbox

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

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

All accommodation suppliers have been issued our Supplier Code of Conduct.

In our Supplier Code of Conduct it states:








		<p>3.10 Preservation of natural resources and basic human needs</p> <p>The natural foundations of life must be preserved and safeguarded. In particular, care must be taken within the scope of all business activities to avoid any adverse soil changes, groundwater contamination, air pollution, harmful noise emissions or excessive water consumption which would result in:</p> <ul style="list-style-type: none"> <li>• a substantial impairment of the natural basis for the preservation and production of food,</li> <li>• a person being denied access to safe drinking water,</li> <li>• a person having difficulty to access sanitary facilities, or the destruction of such facilities, or</li> <li>• damage to the health of a person</li> </ul> <p>It also advises:</p> <p>If the Supplier fails to comply with any of its obligations under this section 2.5, each REWE Group Company shall be entitled – without prejudice to its other rights – to suspend the business relationship with the Supplier until such time as the Supplier complies with its obligations</p> <p> DERTOUR Group_SCoC 2.0_ENG_final.pdf</p>
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## 7. Activities

12






### Activities

5

Action			Details
<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).			We are currently updating our inventory but have attached our Animal Welfare sheet as an example of the monitoring already in place..   Egypt_Attractions Cetears.xlsx
<b>7.2. Sustainable excursion policy</b> The company has developed and implemented a policy to improve the sustainability of its excursion base.			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.  The DER Touristik Group's corporate responsibility department organized a workshop in 2021 to explain the use of even this tool.  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.





		<p>The DTG created the position of a sustainable product manger to monitor the existing portfolio with the appraisal tool and create even more sustainable excursions from the scratch.</p> <p><b>@DMCs: Please upload an example (excel file) of a sustainable excursion, monitored by the appraisal tool.</b> If you have not handed in any sustainable excursion, please answer this question with "no".</p> <p>See enclosed <b>DER Touristik Group's guidelines on animal welfare</b> in product, communication, marketing, etc.</p> <p>We are currently in the process of doing so and already have the attached appraisal tool to begin this process. We have added this to our action plan. Please find attached.</p> <p> TEMPLATE _ DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14_002_.xlsx</p> <p> ACTION PLAN _ Assess sustainable suppliers.jpg</p>
<p><b>7.3. Suppliers communication</b></p> <p>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>All excursion suppliers have received our supplier code of conduct and it is also signed in all excursion supplier contracts. please see attached page 4.</p> <p> A Alia Touristic _ excursion contract inc. SCoC.pdf</p> <p> SUPPLIER _ Sustainability advice.jpeg</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 affected community.		 All excursion suppliers have received our Code of Conduct and it forms part of our supplier contracts. We are currently sending out the Travelife 'Codes of Good practice' to relevant Excursion suppliers and these points will be added to relevant supplier contracts moving forward. our Code of Conduct is uploaded.  100 100   A Alia Touristic _ excursion contract inc. SCoC.pdf
<b>7.5. Certified excursions</b> Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.		 Currently no, however once we have discussed our requirements with all our excursion supplier chain, we will be adopting this approach.


## Specific criteria




7

Action		 Details
<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.		 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.  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).  <b>@DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals)</b>

		<p><b>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>Animal Welfare monitoring and a Excursion Supplier contract is already uploaded.</p> <div>  A Alia Touristic _ excursion contract inc. SCoC.pdf         </div> <div>  Animal_Welfare_Policy_DER_Touristik_Group.pdf         </div> <div>  SUPPLIER _ Sustainability advice.jpeg         </div>
<p><b>7.7. Wildlife featuring</b></p> <p>Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</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: What kind of excursions with animals do you offer for inhouse and third party 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>Animal Welfare monitoring spreadsheet is already uploaded</p> <p> Copy of Copy of DTG_PortfolioAnalysis_AnimalWelfare_TEMPLATE_EN_2023.01.31 _003_.xlsx</p>
<p><b>7.8. Wildlife harvesting</b></p> <p>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>✓</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>We do not offer any excursions that involve wildlife harvesting, incl. e.g. hunting, fishing, selling and trading of wildlife animals for inhouse and third party.</p> <p> Animal_Welfare_Policy_DER_Touristik_Group.pdf</p>
<p><b>7.9. Wildlife interactions</b></p> <p>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 guidelines/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>We send Tour Guides on every excursion to ensure Masters principles, Egyptian law and DERTOUR group requirements are followed and met. Any deviation would be reported to Operations Management and rectified or we would stop working with the supplier. we have no instances to report.</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>— All cultural / Heritage &amp; ecological sites are always guided by certified and qualified guides.</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>— on all cultural tours, we add in 30 minutes for visiting shops/community factories/communities for purchase of locally produced handcrafts.</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>— We always include some national parks activities in our excursion portfolio, such as protected coral reefs and eco villages when possible by location.</p> <div>  EXCURSION LIST _ PARTIAL sea excursions.jpg </div> <div>  EXCURSION _ codes of good practice sending.jpg </div> <div>  ACTION PLAN _ Codes of Practice and Conduct.jpg </div>

## 8. Tour leaders, local representatives, and guides

8

### Tour leaders, local representatives and guides


8

Action			Details
<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><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>Yes all our employees have a contract which clearly states their legal employment rights and remuneration.</p> <p> TEMPLATE _ Masters Employment Contract.pdf</p>
<b>8.2. Living wage</b> Tour leaders, local representatives, guides, porters and other local staff,			<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>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>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>We follow the directives of Egyptian Labor Law and can confirm all staff are paid above the minimum wage.</p>
<p><b>8.3. Qualification and training</b> Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</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>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>All Tour Guides are officially registered and qualified for their profession. We also carry out regular internal training sessions for local REPS, transfer guides and customer facing staff.</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><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>We have now added sustainability training to our regular training schedule. All reps have been issued with the travelife 'Codes of Practice' and our Sustainability policy. We will intergrate sustainability in our regular training sessions.</p>
<p><b>8.5. Sustainability knowledge</b> Tour leaders and local representatives have been trained on general tourism sustainability principles.</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>We conduct in-house training and all REPS will be required to complete travelife online training. all REPS and GUIDES have completed 'Child Safeguarding' CORE training modules.</p>
<b>8.6. Destination knowledge</b> Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.		<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>All Reps receive training in our destinations, In the future, 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><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><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</p>

		<p>materials on dertouristik.com.</p> <p>Masters Tour Guides and REPS receive regular training that includes child safeguarding, environmental protection requirements for excursions and social expectations. All our customer facing staff, especially during any excursion sales or briefings relay this important information to clients and give tips and social advice, do's and dont's etc. Our guides also have copies of Travelife 'Good Practice and Good Conduct guides' and adhere to the information and principles contained.</p>
<p><b>8.8. Sexual exploitation of children: staff training</b></p> <p>Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	<p>✓</p> <p>—</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 employees are currently in the process of training. The REWE Group is taken care of the annual fee of The Code.</b></p> <p>Requirement from The Code to sensitise own employees Duration: 15-30min Different languages available Participation will be tracked via The Code &gt; Reporting Ideally part of standard HR training Note that the session can expire</p> <p><b>How to get to the training:</b></p> <p>Go to <a href="#">E-Learning Login — The Code</a> Use groupwide login password: <b>TOUR8224b927c4</b> Recommendation: Download certificate (for an example see Lisa Jansen's certificate) For more planing on Child Safeguarding see page 12 of our child safeguarding guideline</p> <p><b>@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.</b></p> <p>All our employees have completed Child Safeguarding training and received certification. i have uploaded a selection of REP / Guide certifications but all our employees are certified.</p>







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			 hany_mamdouhmastertravelservice_com_1136264_237_20240524_211768f603.pdf
			 mohamed_hazemmastertravelservice_com_1136222_237_20240524_55c092be19.pdf
			 Mohamed_Hegazy_Tour_Operator_and_Travel_Agent_E_learning_certificate_The_Code.pdf
			 Mohamed_Ramadan_Tour_Operator_and_Travel_Agent_E_learning_certificate_The_Code.pdf
			 Mostafa Abdalla
			excursion_hrgmastertravelservice_com_1136222_237_20240523_247eda8625.pdf
			 Nady_shaaban_Tour_Guides_E_learning_certificate_The_Code_1__1_.pdf

## 9. Destinations

4







### Selection of destinations



2

Action			Details
<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><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 make or consider sustainability aspects as we do not choose new regions. Regions are requested specifically by the Tour Operator according to the wishes of their client base.</p>
<b>9.2. Accessible destinations</b> In selecting new destinations the reachability through more sustainable means of transport is considered.			<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>

## Local projects and initiatives

2

Action			Details
<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)			We do not have any local initiatives that support such topics, however all Hotels do use local food and vegetable suppliers.
<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).			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".  <b>Info on Apollo (Nordics):</b>  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.  This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.  <b>Information on Inhouse tour operator:</b>  <b>Manta Reisen (TourCert certified)</b>  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:







		<p>Information on SOUVENIRS in their customers travel documents:</p> <p>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 <a href="https://cites.org/">https://cites.org/</a>. Die Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc.</p> <p>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.</p> <p>None of our suppliers sell forbidden souvenirs, all our guides are aware of what constitutes as a forbidden souvenir. please find attached our forbidden souvenir list that all guides have and is used when assessing any shop stop - to include on excursions.</p> <div>  Animal_Welfare_Policy_DER_Touristik_Group.pdf         </div> <div>  FORBIDDEN Souvenirs.pdf         </div>
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## 10. Customer communication and protection

26

### Prior to booking

12

Action			Details
<b>10.1. Customer privacy</b> The company ensures that customer privacy is not compromised.			Data protection is part of every framework agreement of the DMC and the DER Touristik Group.  <b>Please see</b> a template of the framework agreement enclosed.  <b>@DMCs:</b> Please upload your data protection policy, your framework agreement or link back to the privacy policy of your website.  e.g.: <a href="https://dtservices.travel/privacy/">https://dtservices.travel/privacy/</a>  Data protection DER Touristik Germany:  E.g.: <a href="https://www.dertouristik.com/en/home/">DER Touristik Group: https://www.dertouristik.com/en/home/</a>  <a href="https://dtservices.travel/privacy/">https://dtservices.travel/privacy/</a>  <a href="https://dtservices.travel/privacy/">Data protection information for travelers and business partners – DER Touristik DMC (dertouristik-dmc.com)</a>
<b>10.2. Promotion and communication</b> Promotion materials and marketing communication comply with relevant			<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).



standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.		<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>DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).</p>
<p><b>10.3. Product information</b></p> <p>Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</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><b>10.4. Destination information, quality</b></p> <p>Destination information, including sustainability aspects, is factually</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</p>

<p>correct, balanced and complete.</p>		<p>"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 souvenirs 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><a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a></p> <p>This is a link for our company commitment to sustainability. Each T.O provides their own destination information to their clients.</p>
<p><b>10.5. GHG / Carbon emission level</b> Clients are informed about the GHG or carbon emission of the travel offer</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"</p>

<p>before booking in order to enable consumers to take this into account in their decision making process.</p>			<p>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>Masters Travel Service do not sell or offer Travel packages. it is stated above in DERTOUR Group answer that their clients are informed how to compensate if they enquire. DERTOUR Group clients are +80% of our business.</p>
<p><b>10.6. Sustainable transport</b></p> <p>Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓</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.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>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></p> <p>"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>
<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><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>Masters Travel Service do not sell or promote travel packages or external transport options. DERTOUR Group are our owning company and we follow their instruction above. We do not promote or sell packages to any 3rd party.</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><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> <p>Carbon offsetting: <a href="https://www.dertour.de/reisemagazin/flug-kompensieren">https://www.dertour.de/reisemagazin/flug-kompensieren</a> Information on Carbon Offsetting in travel confirmation: <b>See below, enclosed</b> Compensation info can be found in the <b>travel information/booklet (see enclosed) My Sites, App - see below</b> Information no part of booking process itself</p> <p><b>Info in Detail:</b></p>

## **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](https://dertouristik.myclimate.org)

## **3. Travel information Quotation:**

### **CLIMATE PROTECTION CONTRIBUTION VIA MYCLIMATE**

Would you like to take responsibility for the CO2 emissions of your trip and reduce your carbon footprint? Under the following link you can calculate the CO2 emissions of your flight, your car journey, your overnight stays or your cruise and support certified carbon offset projects around the world with your carbon offset contribution:  
<https://dertouristik.myclimate.org>

## **4. My Sites (see enclosed)**

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

- Vision is that the MySites become THE digital and direct communication and interaction channel between us as tour operators and our existing customers

- Services and functionalities:

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


o Overview of payments made in the case of direct collection

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

o And since September 2022 there is also the new My DERTOUR app, which can be downloaded free of charge from the Apple and Google Play Store.

The customer is informed about the compensation of CO2 emissions when they call up their



			booked trip in the portal. <b>The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).</b>
<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.	✓	✓	<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.  <b>Information on DER Touristik Germany:</b>  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.
<b>10.10. Indication sustainable accommodation and excursions</b> (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	—	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.  All DMCs may answer "yes".  All sustainble information is bundled here: <a href="https://www.dertour.de/nachhaltiger-urlaub">https://www.dertour.de/nachhaltiger-urlaub</a>  <b>Accommodations are labeled</b> with a "green leave" on the TO webpages of DER Touristik

		<p>com. Enclosed an example on its.com (Meiers Weltreisen.de &amp; dertour.de will follow in August 2023): See enclosed a filter-option and the green leave labeling. <a href="#">Reisen mit ITS - Ihrem Reiseanbieter für erholsamen Urlaub   ITS.de</a></p> <p>You can find all certified hotels here (sum up of all certified hotels, green leave is added by August 2023):<a href="https://www.dertour.de/nachhaltige-hotels">https://www.dertour.de/nachhaltige-hotels</a></p> <p><b>More Sustainable excursions:</b></p> <ul style="list-style-type: none"> <li>- See more sustainable excursions presented in our Green Magalog B2B/B2C (see uploads). Also promoted on <a href="https://www.dertour.de/nachhaltiger-urlaub">https://www.dertour.de/nachhaltiger-urlaub</a> (scroll further down)</li> <li>- It was used an internal created appraisal-tool to help to understand the criteria of a more sustainable excursion and evaluate it</li> <li>- DER Touristik is working on a labeling of more sustainable excursions</li> <li>- Almost finished creating a sustainable round trip in Ireland (coming soon)</li> </ul> <p>In the DMC - We monitor our hotel portfolio and list which hotels have sustainability certification.</p> <p> DRAFT Sustainability Template inventory partner accommodations activities.xlsx</p>
<p><b>10.11. Travel advise sustainable offers</b></p> <p>In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package</p>	✓	<p>✓ Masters Travel Service offer no personal travel advice.</p>



holidays and transport options, if available.			
<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).	✓	—	<b>DMC Group Answer:</b> Clients of the DMC are informed on the individual webpage of the DMC.  <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>  If any information is missing please contact Schumann, Julia <Julia.Schumann@dtservices.travel>. Thank you.  <a href="https://dtservices.travel/sustainability/">https://dtservices.travel/sustainability/</a>

## After booking and during holidays

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Action			Details
<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.	✓	—	<b>@DMCs:</b> This question refers to information before arrival at the destination. The DMCs are not handling these services.  <b>@DMCs:</b> Please explain how you handle this information with <b>third party clients</b> .  <b>Information on DER Touristik Germany</b>  Booking confirmation: Clients are motivated inform themselves via link to a free & digital travel guide book of DER Touristik with information on the country the client will travel to including all relevant information (local culture, cultural heritage, climate, etc.): See Buenos Aires as an example enclosed.  <a href="#">Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit   inzumi</a>



		<p><a href="http://dertouristik.com">dertouristik.com</a></p> <p>Customers are advised of any destination information at the time of booking by the T.O. which Masters have no part in.</p> <p>In the destination, Masters REPS conduct welcome meetings with clients and give a wide-range of information regarding local culture, the local area, any natural highlights, local customs and behaviours, social etiquette, cultural and antiquity experiences.</p> <p> RF_ÄgyptenRotes_Meer_SinaiKairo.pdf</p> <p> RF_Ägypten.pdf</p>
<p><b>10.14. Destination dos and don'ts</b></p> <p>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><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>

## Info on DER Touristik Germany:

### See action plan

DER Touristik's rep service is informing clients during their trip about departure times, how to purchase excursions, complaints and about what the client can contribute at the destination/Dos and Don'ts (currently updated):

<https://dertouristik-reiseleitung.com/en/rhodos/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/>

### travel documents information on the foreign office for important information of your travel destination:

**You will receive the travel documents** for our joint client today. Please check the documents for completeness before departure and ask the client to take them with him on the trip. In addition, he should inform himself about current travel and safety information as well as entry requirements at the travel agency or on the Internet and take note of any important information in the travel documents. **For Germany: from the Federal Foreign Office at [www.auswaertiges-amt.de](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.





All REPS give local advice in the welcome meeting. REPS reiterate social customs if any excursion is visiting sensitive sites. forbidden souvenirs if visiting local shops/antiquities. Most excursion suppliers also display information on any important information. please note a suppliers noticeboard image attached.

Our REPS undertake sustainability training and all have completed a child safeguarding course, which we are required to take annually via 'The Code' group training requirements.

Tour Operator websites give this info to their clients at the time of booking, as well as each country's foreign office website - travel awareness etc.



SUPPLIER \_ Sustainability advice.jpeg

		 ENVIROMENTAL ADVICE _ SUPPLIER.jpg  SUPPLIER _ ZOOMED IN guest notice 1.jpg  SUPPLIER _ ZOOMED IN guest notice 3.jpg  SUPPLIER _ ZOOMED IN guest notice 2.jpg
<b>10.15. Health and Safety</b> Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	<p>— @DMCs: This question refers to information that is handled on to the customer before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with.</p> <p>@DMCs: Please explain how you handle this information with <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</p>

		<p>first-aid kit for your personal needs.</p> <p>personal needs. Doctor's and medicine costs must be paid by credit card. A small tip: Have a look on the internet at <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>By the Tour Operator, by checking foreign office regulations.</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> <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>

Customer concerns after return journey: E-mail: [kundenbetreuung@dertouristik.com](mailto: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.

		<p>- Your holiday region from A-Z.</p> <p>Scan this QR code conveniently with your mobile phone or visit our website.</p> <p>QR code: See in travel documents enclosed</p> <p>Website: <a href="https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/">https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/</a></p> <p>We issue 24/7 helpline and assistance numbers for all bookings in EACH Egyptian resort. Clients receive this info on their documentation and it is also reiterated in resort in the welcome meeting and is visible on the Tour Operator info boards displayed in hotels.</p> <p> Infotafel BSL.pdf</p>
<p><b>10.17. Emergency situations</b></p> <p>Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓</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>

**See travel documents Dubai enclosed**

Travel documents e.g. Dubai:

**Page 2**

**Important contacts**

Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic.

Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439 512, e-mail:

reisebetreuung.der@dertouristik.com

Customer concerns after return journey: E-mail: kundenbetreuung@dertouristik.com

Blocking of EC cards: Tel. +49 180 5021021

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

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

**Page 7:**

**The website of DER Touristik Reiseleitung:** We are also there for you online.

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In selected hotels, our tour guides will also look after you personally.

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(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/>




We have an internal Crisis Management team to handle all emergency situations. All REPS/Customer facing employees know how and when to escalate to senior management for immediate assistance. We have guidelines on emergency 24/7 phone handling, that are issued to all customer facing staff - please see attached. All clients receive emergency contact information from their T.O as part of their booking documentation.



Emergency Telephone Procedures.pdf

<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-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>Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers.</p> <p>On Webpage of rep service there is more information on dos and don'ts for the clients incl. a general information on illegal souvenirs: <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>In the destination - clients do not receive documented guidelines or codes of conduct. Masters clients are informed verbally by the REP when booking an excursion and again by the excursion supplier in the safety briefing before the activity. Our REPS have the Travelife code</p>
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		<p>of conduct &amp; good practice for the various activities we sell. attached are photos of signs displayed for customers at our excursion suppliers.</p> <p> IMG_20250321_WA0002.jpg</p> <p> SUPPLIER _ Sustainability advice.jpeg</p>
<p><b>10.19. Sexual exploitation</b></p> <p>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.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 Specialist (TO) "Manta Reisen":</b></p>

		<p>Code of Conduct for hotel partners and partner agencies</p> <p>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>In the destination, Masters have asked our hoteliers to display our group 'childsafeguarding' posters in the hotels in a public area, please see attached.</p> <p> WM_18292_24_PLA_Kinderschutz_engl_DIN_A4_HR.pdf</p> <p> WM_18292_24_PLA_Kinderschutz_DIN_A4_HR.pdf</p> <p> Poster sign.jpg</p>
<p><b>10.20. Illegal souvenirs</b></p> <p>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.apollorejsr.dk/om-apollo/baeredygtige-">https://www.apollorejsr.dk/om-apollo/baeredygtige-</a></p>

[rejser/tips-til-en-mere-baeredygtig-rejse](#). They refer to it in our pre-trip communication.

This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

#### **Information on Inhouse tour operator:**

##### **Manta Reisen (TourCert certified)**

For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following:

Information on SOUVENIRS in their customers travel documents:

Caution is advised when buying souvenirs. According to the Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora, a long list of animals and plants are strictly prohibited from being imported into Switzerland. Violations are subject to very high fines and the prohibited souvenirs are confiscated at customs. Information can be found at <https://cites.org/>. The Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc.

In order to protect endangered animals and plants or to preserve the cultural dignity of a country, refrain completely from buying souvenirs made in whole or in part from animals and plants, or dubious offers of antiquities. Every souvenir that is not bought reduces demand and thus the endangerment and exploitation of nature in your holiday country.

#### **Info on DER Touristik Germany:**

DMC Headquarter motivates TOs to include more information on child safeguarding

(e.g. Don't look away) and illegal souvenirs in their travel documents.

e.g. information of wwf that will in the future be part of the DTS-CH

Webpage: [https://www.wwf.at/wp-content/uploads/2021/07/wwf\\_souvenirrattgeber\\_2019\\_web.pdf](https://www.wwf.at/wp-content/uploads/2021/07/wwf_souvenirrattgeber_2019_web.pdf)

On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal

souvenirs: <https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/>

### **Travel information of DER Touristik Germany as an Example:**

Only this note + customs in the travel documents:

In addition, he/she should inform himself/herself about current travel and safety information as well as entry conditions at the travel agency or on the

Internet and take note of any important information in the travel documents.

For Germany: At the Federal Foreign Office at [www.auswaertiges-amt.de](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.

		<p>Our clients are the Tour Operators and their customers are usually advised of resources or tips to check before traveling to heighten awareness. In resort, we ensure any shop visits that form part of an excursion do not sell forbidden souvenirs and advise on all water-based activities on responsible behaviours. General awareness information is stated in the briefing on every excursion.</p> <p> FORBIDDEN Souvenirs.pdf</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</p>

		<p>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>Our REPS conduct welcome meetings with all our T.O. Customers to provide helpful information about Egypt, the hotel, the local surrounding area, any highlights and any experiences that we offer. Part of the welcome meeting is giving helpful information about the local area, this includes tips on popular restaurants, nightlife, places of interest. We also offer a City Tour, which is a 1/2 excursion showing all the different local areas, local markets and any local cultural interests. All T.O's give local information to their clients via their website. Please find attached one of our 3rd party operators 'Luxair' travel tips for Egypt which do list local shops/restuarants.</p> <p> egyptregion_en.pdf</p>
<p><b>10.22. Sustainable transport options</b></p> <p>Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓</p>	<p>✓</p> <p><b>@DMCs:</b> DMCs do not communicate with the endcostumer only the TO it works with.</p> <p>Please explain, if you work with own reps and provide information to endcostumers (incl. 3rd party clients).</p> <p><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 sustainable transportation, such as sit-in-coach transfers, E-Bikes, public transportation etc. in their travel documents.</p> <p>On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal souvenirs: <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>It is not feasible to do this currently due to unclear, non-signed, undesignated public transport routes, method and vehicles. Once public transport's ease of use improves, we would definitely inform our clients and customers accordingly.</p>
<p><b>10.23. Donations</b></p> <p>Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</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 tavel information documents/booklet provides information on a donation to one of the DER Tourisik Foundations projects since April 2023: See travel information enclosed (last</p>

		<p>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
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<p><b>10.24. Customer satisfaction</b></p> <p>Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</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 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><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>
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			<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>Done by each Tour Operator</p>
<b>10.25. Sustainability and customer satisfaction</b> Sustainability is an integral part of the research into customer satisfaction.	✓	—	<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 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>
<b>10.26. Complaints</b>	✓	✓	<p><b>@DMC:</b> DMCs do not manage customer satisfaction but the tour operators they work with.</p>

The company has clear procedures in case of complaints from clients.

When receiving a **complaint of a tour operator**, how do you manage it?

**Example: DER Touristik Germany and Guide Service (DTS-CH): Extract from the Guide Service book (manual):**

**(Screenshot info on DER Touristik Germany complaint procedure)**

"You are advised to follow the steps below in handling complaints:

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

**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

		<p><b>Endcostumers of DER Touristik Germany:</b></p> <p>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.</p> <p>After booking and before their trip, customers can contact their Tour operator with the contact information giving in their travel documents.</p> <p>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.</p> <p>For complaints clients can write an email or call our hotline after chosing their tour operator here <a href="https://www.dertouristik.com/kontakt/fuer-reisende/">https://www.dertouristik.com/kontakt/fuer-reisende/</a></p> <p><b>Quality management at DER Touristik Germany</b> 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.</p> <p>This currently includes, among other things, clearing (before the trip), KORA processing (customer-oriented complaints processing) and customer care in the context of complaints after the trip. Customer care is supported by the incoming management department, which is responsible for the systematic recording of customer documents."</p> <p>Masters have a dedicated Customer Service department which manages and investigates T.O. Complaints and provide official feedback &amp; resolution on compaints for any contracted service.</p>
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