

Sustainability Action Plan

ACTION PLAN TRAVELIFE DTS TURKEY 30.03.2026

Dts Turkey

Introduction

This Sustainability Action Plan outlines the key objectives, measures, and timelines established by DTS Turkey to strengthen its commitment to sustainable and responsible business practices. The plan has been developed in alignment with Travelife requirements and serves as a structured framework to systematically improve the company's environmental, social, and governance performance.

Based on an initial assessment, specific actions have been defined across various areas, including sustainability management, internal policies, environmental impact, supplier engagement, and staff involvement. Each action is assigned to responsible team members and supported by clear timelines to ensure effective implementation and accountability.

The action plan is designed as a continuous improvement process. Through regular monitoring, evaluation, and reporting, DTS Turkey aims to identify progress, address gaps, and implement targeted improvements over time. Active involvement of employees, partners, and stakeholders is considered essential to successfully achieve the defined sustainability goals.

This document represents a dynamic roadmap that will be regularly reviewed and updated in line with new insights, operational developments, and evolving sustainability standards.

Overview

Action plan period: 01-01-2026 to 01-01-2028

Status overview: 10-04-2026

Criteria involved: 34

Criteria with all tasks completed: 0

34

Tasks involved: 80

Tasks completed: 3

3

77

Sustainability coordinator: Halim Gurbuzler

Staff members involved: İrem Alkan, Gülден Ormancı, Nadine Burg, Ozhan Ece, Tolga Tunçman, Özge Yüceer,

Staff hours planned: 130

Financial resources planned: 0 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Baseline assessment

Responsible	Start / End	EUR	Hours
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1.7 Overview partners/suppliers

A. Create partner overview ✓

Nadine Burg;	16-03-2026 / 16-03-2026	0	0
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B. Collect sustainability information ✓

Request basic sustainability information (certifications, child protection, environmental measures)

Nadine Burg; Ozhan Ece;	16-03-2026 / 30-04-2026	0	2
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C. Initial partner evaluation

First evaluation of selected partners based on defined criteria

Halim Gurbuzler; Nadine Burg; Ozhan Ece; Tolga Tunçman;	01-05-2026 / 15-06-2026	0	2
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D. Identify improvement needs

Identification of gaps and improvement potential

Halim Gurbuzler; Nadine Burg; Ozhan Ece; Tolga Tunçman;	16-06-2026 / 31-12-2026	0	3
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E. System expansion

Gradual extension of the system to additional partners

Halim Gurbuzler; Nadine Burg; Ozhan Ece;	01-01-2027 / 28-02-2027	0	1
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F. Collect sustainability information (2027) Request sustainability information for 2027	Nadine Burg;	01-01-2027 / 31-03-2027	0	1
G. Identification of gaps and improvement potential Compare the results where possible with 2026 / planning for improvement	Nadine Burg; Ozhan Ece; Halim Gurbuzler;	01-04-2027 / 31-05-2027	0	2

Action plan

1.12 Staff involvement

A. Involve the employees As soon as our list of to-dos grows and we have drawn up our action plan, even in the long term, the employees will be involved.	Halim Gurbuzler; Gülden Ormancı; Nadine Burg;	16-03-2026 / 31-12-2026	0	2
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Monitoring and evaluation

1.13 Monitoring and evaluation

A. Start monthly monitoring Begin monthly measurement of defined sustainability indicators (paper, energy, water, waste)	Gülden Ormancı;	01-01-2026 / 31-12-2026	0	6
B. Evaluation 2026 Review collected data and identify trends. Comprehensive evaluation of sustainability performance for 2026.	Halim Gurbuzler; Gülden Ormancı;	01-01-2027 / 31-01-2027	0	0
C. Planning improvements for 2027 together with the management	Halim Gurbuzler; Gülden Ormancı;	15-01-2027 / 15-02-2027	0	2

Define improvement measures and updated targets for 2027.

D. Continuous evaluation

Continue monitoring and evaluation after implementation of improvements

Gülden Ormançı; 31-01-2027 / 31-12-2027 0 6

External reporting and communication

1.16 Management reporting

A. Reporting

In future, the person responsible will report to the management once a year and we will discuss improvements as a team. A formal document will be published with all employees once a year.

Halim Gurbuzler; 01-01-2027 / 31-01-2027 0 2

1.18 Public reporting

A. Public Report

We create a public report and share it.

Halim Gurbuzler; 01-01-2027 / 31-01-2027 0 1

2. Internal management: social policy & human rights

Social policy and human rights

2.13 Complaints procedure

A. Review Travelife Guidance

Analyse the Guidance tab requirements to ensure full compliance. Identify minimum documentation and process standards.

İrem Alkan; Özge Yüceer; 16-03-2026 / 30-04-2026 0 1

B. Draft a Formal Complaints Procedure The procedure will include: Clear definition of grievance types Multiple reporting channels (e.g. email, written form, confidential reporting) Option for confidential/anonymous complaints Defined response timelines Investigation and documentation process Protection against retaliation Escalation process if needed	İrem Alkan; Özge Yüceer;	01-05-2026 / 30-06-2026	0	2
C. Management Approval & Documentation Official approval by company management Creation of a written policy document Secure internal filing system	İrem Alkan; Özge Yüceer;	01-07-2026 / 31-08-2026	0	1
D. Staff Communication & Training Inform all employees about the new procedure Provide short internal training session Make procedure accessible (staff area / internal folder)	İrem Alkan;	01-09-2026 / 31-12-2026	0	3

2.15 Disciplinary procedures

A. Draft a Written Disciplinary Procedure The procedure will include: Definition of misconduct categories Step-by-step disciplinary process (e.g. verbal warning → written warning → final warning → termination) Documentation requirements Employee right to explanation/defense Clear responsibilities (who handles cases) Appeal option Confidential handling	İrem Alkan; Özge Yüceer;	16-03-2026 / 31-07-2026	0	2
B. Staff Communication / Implementation Inform all employees in writing / Apply procedure in future cases	İrem Alkan;	01-09-2026 / 31-12-2026	0	1

2.16 Measuring employee satisfaction

A. Develop an Employee Satisfaction Survey and Discuss with Management Anonymous survey (10-15 questions) Topics: Working conditions Communication with management Workload Equal treatment Training opportunities Overall satisfaction Suggestions	Özge Yüceer; İrem Alkan;	16-03-2026 / 30-06-2026	0	2
B. Define Frequency & Process Conduct survey at least once per year Ensure anonymity Define evaluation and reporting method Establish procedure for reviewing results	İrem Alkan; Özge Yüceer;	01-07-2026 / 30-10-2026	0	1
C. Staff Communication	İrem Alkan; Özge Yüceer;	01-10-2026 / 30-11-2026	0	1
D. Implementation & Follow-up First annual survey to be conducted Analyse results and identify improvement actions Integrate relevant measures into company action plan Continue exit survey process	İrem Alkan; Özge Yüceer;	01-12-2026 / 01-02-2027	0	2

Training and education

2.18 Personal development

A. Identify annual training needs (per department) / including language training Ensure relevant and targeted staff development	İrem Alkan;	01-01-2027 / 01-03-2027	0	2
	İrem Alkan;	01-03-2027 /	0	2

B. Provide mandatory trainings / language courses		30-04-2027		
C. Provide access to additional trainings DERTOUR Learning World / The Code	İrem Alkan;	01-04-2027 / 30-05-2027	0	2
D. Evaluate training effectiveness Improve quality and relevance of trainings	İrem Alkan;	01-09-2027 / 30-11-2027	0	2
E. Plan improvements for next year Ensure continuous improvement of staff competencies	İrem Alkan;	01-12-2027 / 31-12-2027	0	0

3. Internal management: environment and community relations

Paper (promotional materials)

3.8 Promotional materials

A. External print shop → adjustments if necessary As we use an external print shop, this needs to be discussed and adjusted if necessary. This has been added to the action plan.	Nadine Burg; Halim Gurbuzler;	16-03-2026 / 31-05-2026	0	1
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3.9 Efficient brochure use

A. Recording brochure printing Each order is recorded (regularly, depending on the use, no fixed date)	Nadine Burg;	16-03-2026 / 31-12-2026	0	2
B. Initial evaluation Discuss potential improvements	Nadine Burg;	01-07-2026 / 31-08-2026	0	1
	Nadine Burg;	03-01-2027 /	0	2

C. Final evaluation
and planning for 2027 including improvements

Halim Gurbuzler; 31-01-2027

Energy

3.10 Energy reduction policy

A. Monthly monitoring Record electricity consumption on a monthly basis	Gülden Ormancı;	01-01-2026 / 31-12-2026	0	5
B. Annual evaluation and reporting Evaluate energy consumption and define improvements	Gülden Ormancı;	01-01-2027 / 31-01-2027	0	1
C. Improvement planning Define new energy-saving measures for 2027	Gülden Ormancı;	01-02-2027 / 31-03-2027	0	2

3.11 Monitoring energy consumption and sources

A. Analysis of energy consumption (see also 3.10) Try to understand which devices use the most energy. When are the equipment/lights switched on, when are they switched off? What time of day/year sees greater energy usage?	Gülden Ormancı;	01-01-2027 / 31-01-2027	0	1
B. Understanding Energy Use and Consumption Patterns Try to understand which devices use the most energy. When are the equipment/lights switched on, when are they switched off? What time of day/year sees greater energy usage?	Gülden Ormancı;	01-01-2027 / 28-02-2027	0	1

3.12 Sustainable energy

A. Clarify options for green energy. We are not currently using green energy. We need to clarify what options are available here.	Halim Gurbuzler;	16-03-2026 / 31-12-2026	0	1
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3.17 Low energy equipment

A. Preference for low-energy equipment when purchasing. When purchasing new equipment, the company prefers equipment with low energy consumption according to the highest standards available locally (taking into account price and quality)	Gülden Ormancı;	16-03-2026 / 31-12-2026	0	2
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3.18 Efficiency mode

A. Where possible devices are set to energy-saving mode. Check with IT	Gülden Ormancı;	16-03-2026 / 31-12-2026	0	2
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Water**3.19 Water reduction policy**

A. Monitoring and Analysis	Gülden Ormancı;	01-01-2026 / 31-12-2026	0	4
B. Implementation of Optimization Measures Based on the analysis results, targeted measures are implemented to improve water efficiency and reduce unnecessary consumption. These measures are part	Gülden Ormancı;	01-01-2027 / 28-02-2027	0	2

of the company's overall energy and resource-saving policies.

Waste management

3.23 Waste reduction

A. Monthly monitoring	Gülden Ormancı;	01-01-2026 / 31-12-2026	0	2
B. Improvement planning	Gülden Ormancı;	01-01-2027 / 28-02-2027	0	2

3.26 Reuse / recycling of waste

A. Expansion of Waste Separation Plan to gradually extend the waste separation system to include additional categories, such as plastics, glass, and organic waste, based on feasibility and office needs.	Gülden Ormancı;	16-03-2026 / 31-10-2026	0	1
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Mobility

3.32 Business travel emission

A. Reporting & Documentation Prepare annual CO ₂ emission report. Submit total tCO ₂ e figure to Travelife. Store documentation for audit purposes	Gülden Ormancı;	01-01-2026 / 31-12-2026	0	2
B. Reduction & Offset Strategy Analyse most emission-intensive travel types. Identify reduction measures (e.g.	Halim Gurbuzler; Gülden Ormancı;	01-01-2027 / 31-03-2027	0	1

virtual meetings, train instead of short-haul flights). Offset unavoidable emissions where feasible.

Sustainability training and awareness raising

3.36 Staff environmental training and information

A. Obtain training proposals	İrem Alkan; Halim Gurbuzler;	16-03-2026 / 31-05-2026	0	1
Identify qualified external energy or environmental consultancy companies and Request training proposals				
B. Develop annual training plan	İrem Alkan; Halim Gurbuzler;	01-06-2026 / 31-12-2026	0	1
Define training frequency (at least once per year). Include: Office staff Field staff / representatives Decide on format (on-site training, online session, hybrid). Integrate environmental responsibilities into job roles.				
C. Conduct trainings	İrem Alkan; Halim Gurbuzler;	01-01-2027 / 31-03-2027	0	6
Organise and deliver first environmental training session. Ensure participation of all departments. Keep attendance records and training materials for documentation.				

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

Accommodations

6.1 Sustainable accommodations policy

A. Discuss with management The topic has been raised internally and will be reviewed together with the management team to assess its relevance and identify potential areas for improvement.	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
B. Criteria Development and Integration to Sustainability Policy Define clear sustainability criteria for external accommodations (e.g., energy efficiency, water use, waste management, fair labor practices).	Halim Gurbuzler; Nadine Burg;	01-05-2026 / 01-11-2026	0	3
C. Improvement Based on this evaluation, suitable measures and opportunities will be defined.	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	0

6.3 Certified accommodations

A. Discuss with management The topic has been raised internally and will be reviewed together with the management team to assess its relevance and identify potential areas for improvement.	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
B. Improvement Based on this evaluation, suitable measures and opportunities will be defined.	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	1

6.4 Contract conditions

A. Discuss with management The topic has been raised internally and will be reviewed together with the management team to assess its relevance and identify potential areas for improvement	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
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B. Improvement	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	0
Based on this evaluation, suitable measures and opportunities will be defined.				

6.5 Participation to training/education

A. Discuss with management	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
The topic has been raised internally and will be reviewed together with the management team to assess its relevance and identify potential areas for improvement.				
B. Improvement	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	1
Based on this evaluation, suitable measures and opportunities will be defined.				

6.6 Collective actions

A. Discuss with management	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
The topic has been raised internally and will be reviewed together with the management team to assess its relevance and identify potential areas for improvement.				
B. Improvement	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	0
Based on this evaluation, suitable measures and opportunities will be defined.				

6.7 Incentives

A. Discuss with management	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
The topic has been raised internally and will be reviewed together with the				

management team to assess its relevance and identify potential areas for improvement.

B. Improvement	Halim Gurbuzler;	17-03-2026 / 30-06-2026	0	1
Based on this evaluation, suitable measures and opportunities will be defined.				
C. Improvement	Halim Gurbuzler;	01-07-2026 / 30-11-2026	0	1
Based on this evaluation, suitable measures and opportunities will be defined.				

7. Activities

7.1 Activities offered

A. Inventory review and Identification of sensitive activities	Nadine Burg;	10-04-2026 / 30-04-2026	0	1
Review excursion list for summer season 2026. Identify environmentally and culturally sensitive excursions (e.g. ancient sites, cultural heritage locations, natural areas).				
B. Categorisation	Nadine Burg;	15-04-2026 / 15-05-2026	0	1
Categorise excursions according to sensitivity level (e.g. low / medium / high sensitivity)				
C. Documentation & monitoring	Nadine Burg;	01-11-2026 / 28-02-2027	0	2
Document results, update the inventory accordingly and review regularly when programmes change.				

7.3 Suppliers communication

A. Review supplier contracts	Nadine Burg;	17-03-2026 / 15-05-2026	0	1
Review existing contracts with excursion suppliers and check compliance with				

sustainability requirements and the DERTOUR Code of Conduct.	Gurbuzler;			
B. Signature & implementation	Nadine Burg;	31-03-2026 /	0	1
Obtain supplier signatures for updated contracts and implement the revised agreements.	Ozhan Ece; Halim Gurbuzler;	30-05-2026		

7.4 Distribution of codes of conduct/guidelines for sensitive excursions or activities.

A. Distribution to partners ✓	Ozhan Ece;	17-03-2026 /	0	1
Distribute the codes of conduct/guidelines to relevant excursion suppliers and partners (e.g. as contract appendices or written guidelines).		15-04-2026		
B. Implementation & monitoring	Nadine Burg;	15-04-2026 /	0	3
Integrate the guidelines into new or updated contracts and carry out spot checks to monitor implementation during operations	Ozhan Ece;	31-03-2027		

7.5 Certified excursions

A. Assessment & Mapping	Nadine Burg;	31-03-2026 /	0	1
Identification of excursion providers operating under recognised sustainability certifications; mapping of certified and non-certified excursions; definition of accepted sustainability standards	Halim Gurbuzler; Ozhan Ece;	31-08-2026		
B. Integration & Supplier Development	Nadine Burg;	01-09-2026 /	0	2
Preference given to certified excursions during supplier selection; integration into excursion portfolio; encouragement and guidance for non-certified providers	Ozhan Ece; Halim Gurbuzler;	31-01-2027		
	Nadine Burg;	01-02-2027 /	0	2

C. Review & Continuous Improvement

Review of certified excursions share; internal and guest communication;
definition of next improvement steps

Ozhan Ece; Halim 01-05-2027
Gurbuzler;

Specific criteria

7.6 No excessive negative impact activities

A. Upload Contract

Nadine Burg;

17-03-2026 /
15-05-2026

0

1

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.6 Sustainability knowledge

A. Identify Relevant Staff

Nadine Burg;

17-03-2026 /
30-04-2026

0

1

B. Collect and Archive Certificates

Nadine Burg;

15-05-2026 /
30-06-2026

0

1

Request training certificates from all participants. Store certificates digitally in
aNadine Burg; central folder. Maintain an updated internal training register

9. Destinations

Local projects and initiatives

9.3 Local economic network

A. Coordination with DERTOUR

Nadine Burg;

10-04-2026 /
15-05-2026

0

1

Clarify with DERTOUR headquarters which guidelines, strategies, and opportunities exist regarding local sourcing and sustainable supply chains

B. Developing Sustainable Supply Chain Practices Based on DERTOUR Guidelines

Nadine Burg;

15-05-2026 /
30-10-2026

0

1

In a second step, based on these findings, further actions will be planned.

10. Customer communication and protection

No tasks planned