

Sustainability report - 2026

Dts Turkey Travelife Partner (Turkey)



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1. Reporting context

2. Company data

Dts Turkey

Gebizli Mah. Termessos Bulv. Muratpasa 50A

Antalya

<https://dtservices.travel/destinations/turkey/>

tr.info@dtservices.travel

Tourist volume

Number of employees 101 - 250

Type of tourism

Special target groups

Destinations offered

Sustainability coordinator

Halim Gurbuzler

tr.info@dtservices.travel

3. Introduction

4.Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	6	6
1. Sustainability management & legal compliance	20	20
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6. Detailed overview

0. Company characteristics

6

Contact details

1

Action			Details
0.1. Sustainability coordinator			Halim Gurbuzler halim.gurbuzler@dtsservices.travel 024275366664

Organization structure

1

Action			Details
0.2. Awards			Unfortunately no awards or certifications are available.

Brands, products, and/or services

2

Action			Details
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0.3. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator,Activity provider,Guiding service,Travel agency (leisure),Online Travel Agents (OTA's)
0.4. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Built cultural heritage, City tour Rafting, Jeep safaris Boat tours

Personnel

1

Action			Details
0.5. Number of employees	✓	✓	101 - 250

Public communication

1

Action			Details
0.6. Brands under Travelife scope	✓	✓	

1. Sustainability management & legal compliance

20

Engagement of company

3

Action			Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined.			Halim Gurbuzler  Sustainability Coordinator Task Description.pdf
1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).			DTS Turkey is part of Destination Touristic Services and follows its mission statement: 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 – destination touristic services
1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.			Halim Gurbuzler - Sustainability Coordinator Company learning monitor No workshop information for this company

		 sustainability_certificate 2.pdf  sustainability_certificate.pdf
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Social cooperation

3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.			Our company is actively committed to sustainability in tourism and is currently working towards obtaining the Travelife certification. We are an active member of DEKAFOK, where we participate in external forums and collaborative initiatives focused on environmental and wildlife protection, with a particular emphasis on the conservation of Caretta caretta sea turtles and the protection of their nesting areas along coastal regions. In addition to providing financial support to DEKAFOK, our involvement in this organisation connects us with numerous local partners, including hotels. These collaborations enable the exchange of scientific knowledge, best practices, and sustainable solutions, supporting continuous improvement and the integration of sustainability principles into our operational processes https://dekafok.org.tr/ https://www2.dtservices.travel/sustainability/projects/

1.5. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .	✓ —	As a Travelife registered company we share best practices with other companies within this online system. As a Travelife registered company we share best practices with other companies within this online system. Website: https://www.dertour-group.com/en/protecting-sea-turtles-dekafok-and-der-touristik-foundations-turtle-conservation-efforts/ Webiste: https://www2.dtservices.travel/sustainability/projects/ Socials: https://www.instagram.com/p/DIbsNldtzkI/?img_index=5
1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).	✓ —	Examples from 2025: https://www.instagram.com/p/DIbsNldtzkI/?img_index=5 https://www.dertour-foundation.com/en/ As part of DERTOUR Group and specially for turkey: Protection of sea turtles in Turkey – The Turkish Mediterranean coast is a nesting region for three of the seven sea turtle species. On the beach of Titreyengöl near the tourist hotspots of Antalya and Side, there is a nesting beach for the loggerhead turtle and the green sea turtle, which has not yet been officially declared a nesting zone. Between May and September is the nesting and hatching season – of all times when many sun-hungry holidaymakers flock to the Turkish Mediterranean beaches. The region around the 9 km stretch of beach where the turtles nest alone hosts 400,000 tourists a year. Since May 2023, DERTOUR Foundation has been supporting the project partner DEKAFOK, which has already set up an observation and information centre on Titreyengöl beach. With the

		support of volunteers, the staff carry out daily beach checks during the nesting and hatching phase to check and document both eggs and baby turtles and then protect them with grids and signs. Projects – destination touristic services
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Baseline assessment

2

Action			Details
1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.			The company has started to implement a structured system to identify and review the sustainability performance of its key partners and suppliers. As a first step, the most important partners within the supply chain have been identified (e.g. contract hotels, transfer companies and excursion providers). An initial review process has been initiated to collect basic sustainability-related information, such as certifications, child protection measures and environmental practices. This system will be further developed step by step and extended to additional partners over time. The overview will be reviewed and updated on a regular basis.  1.7 Sustainability Evaluation for Partners.xlsx  1.7 Sustainability Quick Scan for Partners.xlsx  1.7 Mail to partners.png

1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	✓	As registered company with the aim to reach Travelife Partner certification, we fill this report. As registered company with the aim to reach Travelife Partner certification, we fill this report.
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Policy

2

Action			Details
1.9. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.	✓	✓	See uploaded documents.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  SÜRDÜRÜLEBİLİRLİK POLİTİKASI TR.pdf
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).	✓	✓	The sustainability policy is available on our internal website. It was also shared to all employees by email. Internal DTS Wiki Website: http://10.181.31.194/books/travelife The sustainability policy is also online on our DTS website: https://www2.dtservices.travel/sustainability/ . It can be found further down on this page in the drop-down menu titled "Sustainability Policy." Türkiye: https://www2.dtservices.travel/wp-content/uploads/2026/03/Sustainability-policy-DTS-Turkiye.pdf

			 Sürdürülebilirlik_Enerji ve Çevre Tasarrufu Politikaları Hakkında.png
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Action plan

2

Action			Details
1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).			Yes, we have an action plan via Travelife.  ACTION PLAN TRAVELIFE DTS TURKEY 30.03.2026.pdf
1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.			We added an action plan für this topic. Different tasks assigned to employees, see our action plan.

Monitoring and evaluation

3

Action			Details
1.13. Monitoring and evaluation			The company has documented procedures in place to monitor and evaluate the implementation

The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.		of its sustainability policy, objectives and targets. Sustainability performance is monitored on a regular basis using defined indicators. Data is collected, documented and reviewed at set intervals. Responsibilities for monitoring and evaluation are clearly assigned. Results are evaluated at least annually, compared with previous periods and used to identify improvement opportunities. Based on these evaluations, objectives and actions are adjusted and updated where necessary to ensure continuous improvement.  FINAL 1.13 DTS TR_ Monitoring and evaluation.xlsx
1.14. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.	✓	Our Sustainability Policy is uploaded to the following internal platform and accessible by all our employees: DTS Wiki: http://10.181.31.194/books/travelife/ / - As well we use our Company Policies Platform: https://product.dtsturkiye.com/kvkk/#04 In addition, certificates, additional documents or relevant documents to be obtained in the following processes will be added to the same platforms and a central information area will be created. In this way, all employees will always have access to up-to-date documents related to the sustainability process.
1.15. Records The organisation keeps records of conformity to the requirements of its sustainability management system.	✓	✓ The company has uploaded the requested documents in the Travelife reporting sistem. The company has uploaded the requested documents in the Travelife reporting system.

External reporting and communication

3

Action			Details
1.16. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.			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.
1.17. Travelife reporting The company reports its progress via Travelife at least every two years.			
1.18. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.			We took this to our action plan and will report every 2 years at least.

Legal compliance and fair business practices

2

Action			Details
1.19. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).			enclosed documents are correct and still valid at this moment.  TÜRSAB İŞLETME BELGESİ.PDF
1.20. Ethical code The company has an ethical code for all management levels and for other			Information on Code of Ethics Document As DMC Turkey, we do not have a specially prepared Code of Ethics document, but REWE

employees.

Group Code of Conduct, which is the official directive of REWE Group, has been adopted and implemented by our company.

The document in question can be accessed via the link below:

https://product.dtsturkiye.com/kvkk/download/04%20-%20Davran%C4%B1%C5%9F%20Kurallar%C4%B1%20ve%20Yolsuzlukla%20M%C3%BCcadele%20Politikam%C4%B1z/CodeofConductREWEGroup_TR.pdf

This document has been previously uploaded to the relevant platform and has also been announced to all employees via e-mail.

REWE Group's Code of Conduct covers basic principles on employee behaviour, anti-corruption, conflict of interest, confidentiality, human rights and business ethics and is binding for DMC Turkey employees.



VHK REWE Group 2019 EN.indd.pdf

2. Internal management: social policy & human rights

19

Social policy and human rights

16

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			In our company, the rights of employees to organise themselves such as becoming a member of trade unions, participating in collective negotiations and being represented are in fact completely free. There are no sanctions, restrictions or preventive practices against employees in these matters. However, this freedom has not been formalised at the corporate level with a written internal policy or procedure. The current practice is carried out on the basis of freedom in line with the corporate culture and ethical values.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			There is no collective labour conditions negotiation structure existing for this sector. There is no collective labour conditions negotiation structure existing for this sector.
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			According to Labour Law No. 4857; Employment contracts, a) For a worker whose employment has lasted less than six months, two weeks after the notice is given to the other party, b) For a worker whose employment has lasted between six months and one and a half years, four weeks after the notice is given to the other party, c) For a worker whose employment has lasted from one and a half to three years, six weeks after the notice is given to the other party,

			d) For the employee whose employment has lasted more than three years, eight weeks after the notification is made, it is deemed to be terminated. In our company, this issue is not included in the contract. In practice, the human resources manager informs the department manager of the notice period for the personnel to be separated. Depending on the situation of the person to be separated, these notice periods are used to the employee or the employee can leave the job without being used. The employer reserves the right to use this period.  İŞ SÖZLEŞMESİ _KVKK POLİTİKASI BİRLEŞİK_.pdf
2.4. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	✓	These points are covered in our employment contract  İŞ SÖZLEŞMESİ _KVKK POLİTİKASI BİRLEŞİK_.pdf
2.5. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	We do not have employees under the legally determined minimum wage. The average salary in our company is twice the minimum wage. Currently, every employee earns at least 8% more than the minimum wage.  IK Politikasi EN.pdf  IK Politikasi TR.pdf  MÜŞTERİ HİZMETLERİ GÖREVLİSİ SÖZLEŞME ÖRNEĞİ.pdf

			 TEMİZLİK GÖREVLİSİ SÖZLEŞME ÖRNEĞİ.pdf
2.6. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	✓	As stated in the employment contract of our company; The personnel accepts overtime work when requested, accepts compensatory work in accordance with the provision of Article 64 of the Labor Law No. 4857, accepts to work on holidays and general holidays in advance, and is paid a daily wage for each day worked on national holidays and general holidays. In case of overtime work, 50% more than the normal hourly wage is paid for each hour of overtime work. Overtime wages are paid to the personnel each time with the salary of the relevant month.  FAZLA MESAİ POLİTİKASI VE UYGULAMA PROSEDÜRÜ.pdf
2.7. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	No. 5510 Social Insurance and General Health Within the scope of the Insurance Law, the health insurance provided by the state starts when the person starts work. In addition, complementary health insurance is provided for administrative (office) employees in our company.  GRUP SAĞLIK POLİÇESİ 2026.pdf
2.8. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	✓	✓	In our company, processes are carried out by taking into account the articles related to birth in the Labour Law No. 4857. It is essential that female workers are not employed for a total of sixteen weeks, eight weeks before birth and eight weeks after birth. In case of multiple pregnancies, two weeks are added to the eight weeks of non-work before the birth. However, if the health condition is appropriate, with the approval of the doctor, the female worker can work at the workplace up to three weeks before the birth if she wishes. In this case, the periods worked by the female worker shall be added to the postnatal periods. In case the female worker gives birth prematurely, the periods that cannot be used before the birth are added to the postnatal periods. Birth reports are received from the hospital and these reports are taken into consideration. No

			special action is taken.  IK Politikasi EN.pdf  IK Politikasi TR.pdf
2.9. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements).	✓	✓	Annual holidays are used as specified in the labour law numbered 4857, taking into account the (minimum) periods below. Unused leave shall be carried over to the following year. a) Fourteen days for those with one year to five years (including five years), b) Twenty days for those with more than five years and less than fifteen years, c) For those with fifteen years (inclusive) or more, not less than twenty-six days. Our company complies with the law: Contact: İşveren, personele evlilik halinde 3 gün, ana-baba-kardeş-eş ve çocukların ölümü halinde 3 gün, eşinin doğum yapmasında 5 gün izin verir. Ancak, bu izinlerin ücretinin ödenip ödenmeyeceği tamamen işverenin takdirindedir. İşveren, 4857 sayılı İş Kanununda belirtilen kıdeme göre 14-20 ve 26 iş günü ücretli izin vermek zorundadır.  İŞ SÖZLEŞMESİ _KVKK POLİTİKASI BİRLEŞİK_.pdf
2.10. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.	✓	✓	By law, we are obliged to work with an occupational health and safety company. Accordingly, the appointed occupational safety specialist makes periodic visits and controls on a weekly basis. In case of work accidents, official notifications are made. We have an emergency team consisting of people selected among the employees. People in this team have been trained on what to do in case of an emergency.

			 ACİL DURUM EKİPLERİ.pdf
2.11. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.	✓	✓	This is covered by ou Sustainability Policy under 3.1: Inclusion and equal opportunity for all employees, particularly regarding compensation, promotion, benefits, and professional development HR Policy Page 1, article 2.2 equal oportinies added.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  IK Politikasi EN.pdf
2.12. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.	✓	✓	This is legally forbidden in Turkey. This is legally forbidden in Turkey.
2.13. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	—	Currently, the company does not have a fully documented and formalised grievance procedure through which employees can officially raise complaints. Informal communication channels exist, however they are not yet structured, documented, or supported by a defined follow-up mechanism. As this is currently a non-mandatory criterion, the company acknowledges the gap and commits to developing and implementing a formal complaints procedure.

2.14. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	—	The Employee Representative Group established within our company operates with the aim of strengthening communication between our employees and management, and ensuring that suggestions and feedback are evaluated in a constructive and effective manner. All feedback will be evaluated in accordance with the principles of confidentiality and impartiality.  Çalışan Temsilcileri.pdf  Çalışan Temsilci Grubu İletişim Kanalı Hakkında Hatırlatma.pdf
2.15. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	—	Currently, the company does not have a formally documented disciplinary procedure. However, there is an internal regulation in place, and disciplinary matters are handled according to established internal practices by management. Although the process is applied in practice, it is not yet formally documented or communicated in a structured written policy. The company acknowledges this gap and commits to formalising and documenting the procedure in line with Travelife requirements.
2.16. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	Currently, employee satisfaction is not measured on a regular and structured basis. However, employees automatically receive an exit survey upon leaving the company, allowing feedback to be collected at the end of employment. While this provides some insight, there is no ongoing system in place to regularly measure employee satisfaction among active staff. The company acknowledges this gap and commits to implementing a structured and continuous employee satisfaction measurement process.

Training and education

3

Action		Details
2.17. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).		In this regard, external resources are used. It receives support from an job safety firm authorized by the state.  İŞ GÜVENLİĞİ EĞİTİM KATILIM FORMU _ anonym.pdf  ACİL DURUM EKİPLERİ EĞİTİM FORMU _ anonym.pdf
2.18. Personal development The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.		Legally mandatory trainings are given within the company. Such as occupational safety training. Apart from this, we have a training procedure. If the department personnel request or the department manager thinks that they need it, they make a request to the human resources department and it is submitted to the management for approval. Some of our employees are currently receiving foreign language (English and German) training at the language course. Attached you will find, as examples, the participation form for the occupational health and safety training. In addition, the request form and certificate of an employee who attended a language course last year, as well as the training certificate for the child abuse prevention training conducted via Code Training, have also been included. Furthermore, we have added the invitation for all employees to take part in a language course in 2026. Additional courses are also provided centrally through the DERTOUR Learning World. 2

			 Screenshot_24_2_2026_12343_lernwelt.dertour_group.com.jpeg  2.18 Offer for language training 2026.png  EĞİTİM TALEP FORMU VE SERTİFİKA.pdf  ÇOCUK İSTİSMARI EĞİTİM SERTİFİKASI.pdf  İŞ GÜVENLİĞİ EĞİTİM KATILIM FORMU.pdf
2.19. Trainee positions Traineeships/Internships are offered to students.	✓	—	Every year, 4-5 interns from vocational high schools are provided with the opportunity to work in the Antalya office. (The needs of the departments and the number that the school can provide) We currently have 4 interns actively working. In accordance with the Vocational Education Law No. 3308, interns are employed in every enterprise. 4  MESLEK EĞİTİMİ SÖZLEŞMESİ _STAJYER_ _ kayıt.pdf

3. Internal management: environment and community relations

37

Procurement

6

Action			Details
3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).			The company has developed and implements a policy aimed at reducing waste and increasing recycling. This policy includes quantitative targets for minimizing non-recyclable or non-reusable waste (for example: reuse or recycling of coffee cups, double-sided printing, bulk purchasing). See 'Enerji ve çevre tasarrufu politikasi / slide 3 point 7' We use water dispensers in the offices to reduce the consumption of plastic bottles. The large bottles from the water dispensers are collected and reused. Empty batteries are handed in at collection points. We pay attention to the energy class.  3.25.jpg  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.			The cleaning and hygiene products used in our company are procured with sustainable purchasing principles in mind. For example, our cleaning product has recyclable packaging and the manufacturer has ISO 14001 Environmental Management System and other international quality certificates; this supports compliance with environmental standards. In our paper towel product, local producers are preferred to contribute to the local economy, and quality and environmental sensitivity are ensured with certificates such as ISO 9001 and 14001. In both

			products, partial compliance with sustainability is ensured and there are no recycled materials or environmental labels (e.g. FSC, Eco-label) in the product contents. Nevertheless, thanks to local sourcing, use of recycling-oriented packaging and certified production processes, these products are considered to be partially compliant with sustainable purchasing criteria in general. Sustainability Policy: 2.1 Responsible procurement practices are applied, prioritizing local, fairly traded, bulk, and sustainably certified products with minimal packaging. 2.2 We strengthen the local economy by supporting the promotion and consumption of regional products and services.  3.2_2.jpg  3.2_1.jpg  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf
3.3. Office paper: type 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 use Navigator Paper, EU Ecolabel and FSC certificated. See picture attached.  3.3 Paper used in the office.jpg
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	✓	For daily correspondence and unofficial documents between departments in our company, draft (previously used) papers are generally preferred. In this way, paper waste is prevented and environmental sustainability is contributed. For official documents, single-sided and clean A4 papers are used as standard.

		In addition, in printing processes, employees can choose double-sided, single-sided or manuscript paper on individual initiative in line with the content and importance of the document. This flexibility supports both efficient use of resources and user awareness.
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, is grown in the country or has another recognised sustainability certification.	✓	— In our offices, we use coffee from Kurukahveci Mehmet Efendi as well as black tea from Lipton. Kurukahveci Mehmet Efendi: - Very traditional Turkish coffee brand (since 1871) - Focus on quality, craftsmanship, and food safety - Holds ISO and food safety certifications - Engaged in coffee and cultural projects Lipton black tea in Turkey is produced and sourced under recognised sustainability standards (notably Rainforest Alliance), with ongoing efforts to support environmentally responsible farming and community benefits, making it aligned with typical sustainability criteria in audits. Mehmet Efendi: https://online.mehmetefendi.com/ Lipton: https://www.lipton.com/tr  20260311_143010.jpg
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	— The cleaning materials used in our company are selected so as not to harm human health and the environment. The products used are supplied from companies that are produced by authorised manufacturers, bear the necessary warning labels and are certified with

		environmental management systems such as ISO 14001. However, currently, products with eco-label certificates are not used. This is supported by the visual examples and explanations presented in 3.2 Sustainable Procurement.  3.2_1.jpg
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Paper (promotional materials)

3

Action			Details
3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).			We work with the external printing company Ece Ajans; however, they do not currently hold a certified environmental management system such as ISO 14001 or EMAS. At present, we do not have information confirming the availability of a certified printing company in the Antalya region. We are aware of the importance of working with environmentally responsible suppliers and will further investigate the availability of certified printing companies in our region.
3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).			We work with the external print shop Ece Ajans (https://www.eceajans.com/). The print shop uses the following papers/ink: 1. PRICE LISTS, WELCOME LETTERS, RETURN TRANSFER INFORMATION ETC. Paper: 90 gr./sqm, SOPORSET Brand plain, recyclable off-set papers which are manufactured in Portugal. (see photo below) Ink: Saphira Eco series environment-friendly off-set inks by Heidelberg

		2. INFOBOARD NOTIFICATIONS Paper: 170 gr./sqm, NEVIA Brand glossy, recyclable off-set papers which are manufactured in PRC. (see photo below) Ink: Saphira Eco series environment-friendly off-set inks by Heidelberg We will check and discuss improvements. The amount of financial value for printed materials in 2025 was 943000 TL (20000 EUR)  3.9 EAM2026000000066_20260429111837.pdf  3.9 EAM2026000000087_20260429111826.pdf  3.8 DESTINATION CEVRE BEYANI EN.pdf  3.8 DESTINATION CEVRE BEYANI TR.pdf
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	Our company regularly measures and monitors the use of brochures. The aim is to reduce paper consumption, promote digital alternatives, and reuse unused materials or recycle them in an environmentally responsible manner. The results are evaluated annually and compared with data from previous years. For example, we print our excursion programme, which all guests receive, regularly but in smaller quantities. This allows us to react to changes without producing unnecessary waste. We do not produce brochures for stock.  Travelife_3.9_Effiziente Nutzung Broschueren.xlsx

Energy

9

Action			Details
3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.			The company has an energy reduction policy in place and is committed to reducing its energy consumption. Measures are implemented to improve energy efficiency and to avoid unnecessary energy use in daily operations. Energy consumption is monitored on a regular basis, and responsibilities for implementation and monitoring are clearly defined. The results are reviewed at least annually and used to identify further improvement opportunities and define future energy-saving actions.  1.13 DTS TR_ Monitoring and evaluation.xlsx  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.			Electricity consumption is systematically recorded and documented based on monthly utility bills. The consumption data is maintained in an Excel spreadsheet, allowing for comparisons between different time periods. Through the regular analysis of consumption figures, trends, peak usage and potential energy-saving opportunities are identified. Based on these findings, targeted measures to reduce energy consumption are planned and implemented. The continuous collection of data over a period of at least 12 months ensures transparent evaluation and provides a solid basis for the ongoing improvement of energy efficiency. 70100

			 1.13 DTS TR_ Monitoring and evaluation.xlsx
3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	We took this to our action plan. Green energy refers to energy generated from renewable and environmentally friendly sources such as solar, wind, hydroelectric and geothermal energy. These sources have a significantly lower environmental impact compared to fossil fuels and contribute to the reduction of greenhouse gas emissions. The company is committed to increasing the use of sustainable energy where available and practical. In Türkiye, the availability and accessibility of green energy options depend on local providers and infrastructure. Therefore, the company is currently assessing which renewable energy options are available and feasible for its operations, as outlined in the action plan. This includes evaluating potential green energy tariffs from electricity suppliers and exploring other possible solutions.
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	Currently, we do not have a system in place to compensate for carbon emissions from fossil energy sources used in our offices.
3.14. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	—	At least 75% of the lighting used within the company (including outdoor areas and parking lot lighting) consists of energy-efficient lighting systems. These include LED, compact fluorescent lamps (CFL), and T-8 or T-5 class lighting products. See also our energy policy.

			 ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf  0b5f956d_ec48_41cf_bf92_01b940ab6c30.jpg  2b572e2c_052f_476f_80d7_41b64367dd13.jpg  1ee4f698_4ceb_4684_9c01_504c1ec65c1b.jpg
3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	✓	All electrical devices in the offices (including air conditioners) are completely switched off at the end of working hours and during lunch breaks wherever possible; they are not left in standby or energy-saving mode. See also our energy policy, point 2.  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.16. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	Office lights are switched off after office hours. During office hours, light is only turned on if necessary. See also our energy policy, point 3.  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.17. Low energy equipment When buying new equipment, the company gives preference to low energy	✓	✓	We took this to our activity plan. When purchasing new equipment, the company prefers equipment with low energy consumption according to the highest standards available locally

equipment, based on highest local available standards (taking into account return on investment and quality considerations).			(taking into account price and quality) This is also part of our energy-saving policy (slide 1).  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	We have set all computers, wherever possible, to automatic sleep mode. This is also part of our energy-saving policy (slide 2 / point 4)  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf  3.15 Sleep mode for laptops.png  bilgisayar enerjisi tasarrufu.pdf

Water

3

Action			Details
3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk	✓	—	We systematically measure water consumption across our operations and regularly analyze the collected data to identify trends, inefficiencies, and areas for improvement. Based on these insights, we will implement targeted measures to optimize water usage and reduce waste. This approach is fully integrated into our broader energy- and resource-saving policies, ensuring that water efficiency is managed alongside other sustainability initiatives.

assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.			Energy Policy: Point 5 Sustainability Policy - 2.1 Energy and environmental management  1.13 DTS TR_ Montoring and evaluation.xlsx  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf
3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.	✓	—	We systematically measure office water consumption on a monthly and yearly basis for benchmarking, monitor the sources of water, and regularly read water meters to track potential leaks. 256  FINAL 1.13 DTS TR_ Montoring and evaluation.xlsx
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	—	Office properties do not belong to the company, but dual flush in the toilets is available.  Tuvalet.jpeg  Tuvalet2.jpeg

Waste management

7

Action			Details
3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.			For all recyclable waste(s) is recycled by working with the municipality . Non-recyclable waste, such as batteries or plastic, is collected separately and delivered to designated collection points.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI TR.pdf  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf  Sürdürülebilirlik_Enerji ve Çevre Tasarrufu Politikaları Hakkında.png
3.23. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).			We prevent waste wherever possible. For example, we print double-sided whenever feasible, use ceramic drinking containers and water dispensers. Sustainability Policy 2.1 Energy and environmental management Waste reduction, reuse, separation, and recycling are actively promoted and managed through local disposal systems. Paper consumption is minimized through digital processes and responsible printing practices using certified paper. Energy Policy:

		7. Waste Reduction The company has developed and is implementing a policy aimed at reducing the amount of waste and increasing recycling. This policy includes numerical targets for the reduction of waste that cannot be recycled or reused (for example: the reuse or recycling of coffee cups, double-sided printing, bulk purchases). 8. Reuse and Recycling of Waste All recyclable or reusable materials, including glass, paper, metal, organic waste, plastics, and hazardous waste, are collected separately. In line with local resources, the collection and proper disposal of this waste are organized. 9. Toner and Ink Cartridges For toner and ink cartridges used in printers and photocopiers, waste reduction practices such as recycling or refilling are preferred as much as possible. We have started measuring our waste volumes, will analyze the collected data, and are actively working on implementing improvements to reduce non-reusable and non-recyclable waste.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  ENERJİ VE ÇEVRE TASARRUFU POLİTİKASI.pdf  FINAL 1.13 DTS TR_ Montoring and evaluation.xlsx
3.24. Sustainable packaging The company has taken measures to reduce the amount of packaging	✓ —	Where possible, we implement this. We take measures to minimize packaging materials and avoid the use of non-recyclable or non-biodegradable packaging wherever feasible.

materials and is not providing non-recyclable or non-biodegradable package materials.			
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.	✓	—	Water is provided in large water dispensers in all offices. These bottles are collected and reused. Employees can use their own reusable drinking bottles or the water glasses provided in the office.  3.25.jpg
3.26. Reuse / recycling of waste 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.	✓	✓	For all recyclable waste(s) is recycled by working with the municipality. We have recycling bins for paper and its derivatives as well as batteries in the office. You can also find their photos below.  3.26_2.jpg  3.26.jpg
3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	—	About Office Printer Usage and Toner Supply Process All of the black-and-white and colour printers used in the company offices are leased devices, and the toner needs of black-and-white printers are met by the relevant company within the scope of the lease agreement. On the other hand, the toners of colour printers are outside the scope of leasing and are purchased and supplied by our company. This practice ensures the traceability of the toner supply process and strengthens the control mechanisms in resource utilisation. Used toners are collected and sent back for recycling once they are empty

			 20260313_140222.jpg  20260313_140209.jpg
3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	—	We are collecting our batteries in the offices and bring them to the next PTT station.  3.26.jpg

Reducing pollution

2

Action			Details
3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.	✓	✓	Usually in Turkey this is organised by the local water provider and controlled carefully, especially in touristic area's. disposed through the government sewage system
3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓	—	

Mobility

5

Action		Details
3.31. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.		For home-work-home transport, we use a service bus. The contract with the partner providing this service for employees is attached. Sustainability Policy: 2.1 Energy and environmental management Business travel is undertaken only when necessary. When travel is unavoidable, environmentally friendly transport options are preferred. Digital alternatives are prioritized. 5. Transport DTS only works with transport providers that adhere to the company's Code of Conduct including requirements related to legal compliance, safety standards, fair working conditions, and environmental responsibility. When selecting transport for guests and business related travel, DTS commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  servis sözleşme.pdf

3.32. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	—	The company has started measuring staff-related business travel emissions beginning in January 2026. Business travel is recorded based on type of transport and distance travelled. Carbon emissions are being calculated accordingly, with the objective of reducing emissions where possible and offsetting unavoidable emissions when feasible. The company is committed to continuously improving its monitoring system and identifying opportunities to minimise business travel-related greenhouse gas emissions. As this is the first year of systematic measurement, the consolidated annual figure is not yet available. The total CO₂ emissions will be submitted once the full calculation has been completed and verified.  1.13 DTS TR_ Monitoring and evaluation.xlsx
3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	This is supported by Dertour Group projects. https://www.dertouristik-foundation.com/
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	—	Our company provides a free-of-charge service bus / shared car system for their employees for commuting.
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	Regular online meetings take place in co-operation with the DERTOUR head office in Germany. Where possible, employees are allowed to work from home on an hourly basis.

		There is no official policy regarding home office; it is handled on a department-by-department basis.  2026_01_06_10h22_12.png
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Sustainability training and awareness raising

1

Action			Details
3.36. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.			Currently, the company does not provide structured environmental training or periodic environmental guidance to staff members, including field staff. The company acknowledges this gap and is committed to implementing a formal environmental training programme. An action plan has been developed to organise structured training sessions, including cooperation with external energy and environmental service providers.

Land use and community relations

1

Action			Details
3.37. Land use and construction 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.			The company does not own any buildings or land.

4. Inbound partner agencies

7

Inbound partner agencies

4

Action			Details
4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.			DTS Turkey is a travel agency in Turkiye and do not have an inbound operators.
4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).			
4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).			Child labor is already prohibited by laws.
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.			

Specific conditions

3

Action			Details
4.5. Contracts Written contracts with partner agencies are in place.			
4.6. Licence Partner companies comply with local, national and international legislation and regulations.			
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.			

5. Transport

4

Selecting transport suppliers

3

Action			Details
5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).			Your answer: not applicable Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services. Central answer DERTOUR (previously DER Touristik) DMC partner group Your answer: not applicable Explanation: Organized by outbound tour operators/clients of the DMCs. The DMC is not offering such services.
5.2. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).			Your answer: 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. Central answer DERTOUR (previously DER Touristik) DMC partner group Your answer: 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.
5.3. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).	✓	Central answer: In order to limit the number of individual vehicles for transfers the DTD wants to motivate clients in the travel booklet to book an attractive SIC (Seat In Coach) group transfer. Like this clients are encouraged to book group transfers rather than individual transfers. In this way there is send one coach for a transfer which drops all the clients on the way. The same is done with excursions, as the DTD encourage group tours rather than private tours. Answer as DMC: Our tours and transfers are provided by bus as we do not have a better option here. In our DTS Türkiye sustainability policy, this point is addressed as follows: 5. Transport DTS only works with transport providers that adhere to the company's Code of Conduct, including requirements related to legal compliance, safety standards, fair working conditions, and environmental responsibility. When selecting transport for guests and business-related travel, DTS commits to choosing the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.

		Our local transport partner as a DMC is EMIR Tour; we do not operate our own vehicles. All local transport options are reviewed with sustainability in mind, and our contracted partner EMIR Tour implements environmental policies and fleet emission analysis to support this commitment. Relevant documents from EMIR available include: Sürdürülebilir Ulaşım ve Filo Yönetim Politikası Filo Emisyon Analizi ve Sürdürülebilirlik Politikası  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  5.3_Filo Emisyon Analizi ve Sürdürülebilirlik Politikasi.pdf  5.3_EMIR_Sürdürülebilir Ulaşım ve Filo Yönetim Politikasi.pdf
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Sustainable packages

1

Action			Details
5.4. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).			Tour operator DER Touristik Germany (here client of DMCs): Clients of DER Touristik Germany (DTD) may chose the category "sustainable holidays" for an info on all sustainable certified hotels and all sustainable products offered: https://www.dertour.de/nachhaltiger-urlaub

Additional Group Remark

Tour operator DER Touristik Germany (here client of DMCs):

Clients of DER Touristik Germany (DTD) may chose the category "sustainable holidays" for an info on all sustainable certified hotels and all sustainable products offered:

<https://www.dertour.de/nachhaltiger-urlaub>

The company created an internal appraisal tool to categorize excursion to their level of sustainable content & partners.

Action Plan DTD:

- improve appraisal process to sustainable excursions/products
- sustainable package tour to Ireland is planned at the moment
- the position of a sustainable product manager is vacant at the moment
- sustainability manager for sustainble products (CR department)
- support of DMCs' travelife certification process (including more relevant information to carbon offsetting during the booking proccess, aswell as information on more sustainable transportation at the destination)

Tour Operator Apollo (as another client of the DMCs):

Apollo has been Travelife-certified since 2016. (Read more at www.apollo.se) Apollo also operates by the rules and principles of travelife, also when it comes to trasportation.

6. Accommodations

10

Accommodations

7

Action		Details
6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.		The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: PLEASE DECLARE your DMC's accommodation purchasing approach/strategy. <i>Information on DMC's client, the tour operator DER Touristik Germany:</i> So far, DER Touristik Deutschland has not created or published a formal accommodation policy. DER Touristik & its DMC Network's main goal is that 25% of the main DER Touristik Germany portfolio is to complete a GSTC-certificate in sustainable hospitality by 2025. Currently the main portfolio consists of 10% of hotels that have completed a GSTC-certification. Hotel suppliers DER Touristik Germany purchase: The group hotel contracting of DER Touristik DMC GmbH included GSTC-certification as a mandatory part of their guarantee- and advanced payment contracts. The purchase department of DER Touristik Hotels & Resorts (DTHR) did the same in the following hotel contract types: Franchise Agreements Cooperations & Marketing Services Agreements Managed &

Pacht & owned Hotels

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

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

Within our third-party business, we predominantly contract accommodations that are already part of the DER Touristik portfolio and therefore follow the sustainability approach defined by DER Touristik Group.

In addition, approximately 50 hotels per year are contracted outside of this portfolio. These contracts currently represent a relatively small share of our overall guest volume.

At present, our DMC has not yet established a separate formal long-term strategy with specific targets and timelines for improving the sustainability performance of accommodations contracted independently within the third-party segment.

However, the topic has been raised internally and will be discussed with the management team in order to evaluate possible measures and opportunities to further integrate sustainability criteria into future accommodation contracting.

At present, our Sustainability Policy does not yet include a specific section on sustainable accommodation contracting. However, our general sustainability commitments and supplier-related principles apply to all business operations, including accommodation selection. As described above, the majority of contracted accommodations are part of the DER Touristik portfolio and therefore already follow established sustainability standards. For accommodations contracted outside of this portfolio, the company is currently evaluating how to further integrate sustainability criteria into the contracting process. The development of a more structured approach, including a formal policy update, is planned as part of our ongoing sustainability improvements.



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		 get_certificates_by_accommodation_filtered_20260303.xlsx
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	✓	— The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group clients. @DMCs: Concerning your third party business: Please answer the questions for your DMC. Thank you. In some DMCs the DER Touristik Group (DTG) contractors purchase accommodations towards the group goals of the DTG and so all contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. (See workshop material enclosed) Turkey is in attached documents.
6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travezyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.	✓	— The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: Please declare your DMC's answer separately. <i>Remark to DMC's client DER Touristik Germany:</i> All certified hotels can be found here for bookings: https://www.dertour.de/nachhaltige-hotels DER Touristik Germany & its DMC Network's main goal is that 25% of the main DER Touristik Germany portfolio is to complete a GSTC-certificate in sustainable hospitality by

		2025. Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year). GSTC accredited audit is mandatory for hotels in Turkiye. https://www.dertour.de/nachhaltige-hotel All certified hotels can be found here for bookings: https://www.dertour.de/nachhaltige-hotels DER Touristik Germany & its DMC Network's main goal is that 25% of the main DER Touristik Germany portfolio is to complete a GSTC-certificate in sustainable hospitality by 2025. Hotel contractors communicate that a GSTC-certification is mandatory for certain contracts and inform about the benefits of such. The DMC Headquarter in Germany and the DER Touristik Germany's product department monitor the growth of all certified hotels, which is does most probably still not exceed the market average, but is constantly growing (from 7-9,7%/currently 165 accommodations within the last year). 10 165
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6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: Please declare your DMC's answer separately. <i>Remark to DMC's client DER Touristik Germany:</i> All contracts contain the DER Touristik Germany's Code of Conduct and all guidelines on human rights, animal welfare, child safeguarding and climate protection. See "EN_SCoC_DER_Touristik_Group.pdf" There is also a guideline to hotel contracting (see enclosed) Within our third-party business, we predominantly cooperate with accommodation providers that are already part of the DER Touristik portfolio. These accommodations are subject to the contractual standards and sustainability requirements defined by DER Touristik Group, including the Code of Conduct and related sustainability principles. In cases where accommodations are contracted independently for third-party business, the number of such contracts is relatively limited and represents a small share of our overall guest volume. At present, our DMC has not yet implemented a separate standardized sustainability clause in all independently concluded accommodation contracts. However, the importance of including sustainability-related requirements (such as compliance with labour standards, anti-corruption principles, and environmental protection) has been recognized internally. The topic will be further discussed with the management team in order to evaluate how sustainability clauses and related requirements can be more systematically integrated into future accommodation contracts within the third-party segment.  DER Touristik _ Sustainability_Annex_Guarantee Contract_ENG_07_2025.docx
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		 DER Touristik _ Sustainability_Annex_Advance Payment Contract_ENG_07_2025.docx  DER Touristik _ Guarantee Contract_ENG_07_2025.docx
6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: Please declare your DMC's answer separately. <i>Remark to DMC's client DER Touristik Germany:</i> 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. Within our third-party business, we predominantly cooperate with accommodations that are already part of the DER Touristik portfolio and therefore follow the sustainability approach and initiatives promoted by DER Touristik Group. For accommodations that are contracted independently within the third-party segment, the number of such contracts is relatively limited and represents a small share of our overall guest volume. At present, our DMC does not yet have a structured approach in place to actively stimulate these independently contracted accommodations to participate in local or international sustainability training or education programmes. However, the importance of promoting sustainability awareness and training opportunities among accommodation providers has been recognized internally. The topic will be discussed with the management team in order to evaluate how participation in sustainability-related

		training and educational initiatives can be encouraged more systematically in the future.
6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓ —	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: Please declare your DMC's answer separately. <i>Remark to DMC's client DER Touristik Germany (DTD):</i> 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. https://www.futouris.org/aktuelles/grosses-interesse-an-innovativen-loesungen-fuer-einen-plastikfreien-urlaub/ DER Touristik Germany collaborates with various hotel chains, that present & publish an own sustainable approach & initiatives, e.g.: Iberostar: https://www.iberostar.com/de/wave-of-change/?_gl=1*2gs40r*_ga*MTYwNjc4ODM3NS4xNjgxNzE1MDAw*_ga_9WXL5REVB1*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&_gac=1.149709314.1681715007.EAIAIqobChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE Within our third-party business, we predominantly cooperate with accommodations that are already part of the DER Touristik portfolio and therefore follow the sustainability initiatives and collaborative actions supported by DER Touristik Group. For accommodations contracted independently within the third-party segment, the number of such contracts is limited and represents a small share of our overall guest volume.

		At present, our DMC does not yet have a structured approach to actively support or initiate collective sustainability actions with accommodation providers in the destination. However, we remain open to participating in and supporting collaborative initiatives with tour operators, and accommodation providers upon request. The potential for a more structured involvement in such initiatives will be discussed with the management team in order to further strengthen our engagement in destination-wide sustainability efforts in the future.
6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients. @DMCs: Concerning your third party business: Please declare your DMC's answer separately. <i>Remark to DMC's client DER Touristik Germany:</i> Hotels that are engaged in sustainability & GSTC-certified are marked with a "green leave" in all catalogues and booking channels. They will also be mentioned in DER Touristik Germany's "green magalog" "Bewusst Reisen" meaning "conscious travel" (2 publishings so far): https://www.yumpu.com/de/document/read/66594197/dertour-bewusst-reisen-2022-2023 For more incentives for Hotels please have a look at the incentives attached to this questions "Incentives DER Touristik Hotels & Resorts" (DTHR) of the Corporate Responsibility Steering Board Committee of May 2023. Within our third-party business, we predominantly cooperate with accommodations that are already part of the DER Touristik portfolio and therefore benefit from the sustainability-related initiatives and incentives promoted by DER Touristik Group. For accommodations that are contracted independently within the third-party segment, the number of such contracts is relatively limited and represents a small share of our overall guest volume.

		At present, our DMC does not yet offer specific incentives to independently contracted accommodations that actively engage in sustainability practices. However, the importance of encouraging sustainability engagement among accommodation providers is recognised internally. The topic will be discussed with the management team in order to evaluate how sustainability-related incentives, such as visibility in communication channels or other supportive measures, could be integrated into future cooperation with accommodation providers.
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Specific conditions

3

Action			Details
6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.			All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel. This is also valid for all contracts with third party clients. 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). Extract to SCoC: "DER Touristik reserves the right to terminate the contract with a supplier without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children." https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf

		Protected by the laws.. Central answer DERTOUR (previously DER Touristik) DMC partner group All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel. This is also valid for all contracts with third party clients. 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). Extract to SCoC: "DER Touristik reserves the right to terminate the contract with a supplier without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children." https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf https://www.dertouristik.com/wp-content/uploads/2022/09/DE_SCoC_DER-Touristik-Group.pdf
6.9. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.	✓	All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel. This is also valid for all contracts with third party clients. 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). Extract to SCoC: "DER Touristik reserves the right to terminate the contract with a supplier without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children."

https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf

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

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

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

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

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

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

Protected by the laws..

Central answer **DERTOUR (previously DER Touristik) DMC partner group**

All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third party clients**. 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).

Extract to SCoC: "DER Touristik reserves the right to terminate the contract with a supplier

		without notice if it obtains knowledge that the supplier facilitates or tolerates criminal acts, such as sexual exploitation of children." https://www.dertouristik.com/wp-content/uploads/2022/09/EN_SCoC_DER-Touristik-Group.pdf Compliance means the adherence to legal provisions and corporate standards of conduct. Compliance regulations aim to protect employees and the company from harm. They form the foundation for our daily actions and apply to all employees including managers and directors. Our employees are continually informed about our compliance regulations and receive personal advice upon request. Information from employees or external parties about potential misconduct, possible violations of law or offences such as corruption, are examined with great care and treated confidentially. The compliance team of the DER Touristik Group can be reached via email here. https://www.dertouristik.com/en/compliance-behaviour/ & Hintbox https://dertouristik-reiseleitung.com/ > Bottom of page > https://dertouristik-reiseleitung.com/en/compliance-verhalten/
6.10. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.	✓	All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel. This is also valid for all contracts with third party clients. 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). The DER Touristik Group Code of Conduct (point 5) prohibits sets environmental standards Service providers shall comply with national laws, regulations and standards

relating to protection of the environment.

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

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

Central answer **DERTOUR (previously DER Touristik) DMC partner group**

All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct to every contract, it is insured that all criteria of it will meet the contracted hotel.

This is **also valid for all contracts with third party clients**. 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).

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7. Activities

12

Activities

5

Action			Details
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).			The company has compiled an inventory of excursions offered in each destination, including activities operated directly by the company as well as excursions provided by local partners and accommodations to our clients. At present, this inventory mainly lists the excursions currently offered. Environmentally and culturally sensitive activities are identified within this overview based on their nature (e.g. visits to ancient sites, cultural heritage locations and natural areas). We will continue to work on this point with our action plan. 7  7.1 Hassas Turlar.xlsx
7.2. Sustainable excursion policy 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.

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.

@DMCs: Please upload an example (excel file) of a sustainable excursion, monitored by the appraisal tool. If you have not handed in any sustainable excursion, please answer this question with "no".

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

Central answer **DERTOUR (previously DER Touristik) DMC partner group**

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. 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. @DMCs: Please upload an example (excel file) of a sustainable excursion, monitored by the appraisal tool. If you have not handed in any sustainable excursion, please answer this question with "no". See enclosed DER Touristik Group's guidelines on animal welfare in product, communication, marketing, etc.  Copy of DTG_ResponsibleExcursionCriteria Turkiye.xlsx
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	✓ —	The DMC network communicates indirectly its sustainability policies and guidelines in all supplier contract with the DER Touristik Groups Code of Conduct. @DMCs: Please upload an example of a contract with a supplier (incl. the CoC). As part of the preparation for the Summer 2026 season, sustainability requirements will be included in new supplier contracts, covering legal compliance, protection of cultural and environmentally sensitive sites, animal welfare and responsible operating practices as well as the Code of Conduct.
7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement	✓ —	For the 2026 season, the documented guidelines and codes of conduct for environmentally and culturally sensitive excursions are formally distributed to all relevant partners and local providers whose activities are integrated into packages or offered through local partners.

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.		The guidelines are communicated clearly and implemented in cooperation with the providers to minimise negative visitor impact and to ensure a positive and responsible guest experience. Where applicable, the development and application of these guidelines will take into account input from relevant NGOs and local communities.  ATV.pdf  F_BServices.pdf  Heritage Sites.pdf  Nature Open Vehicle Drives.pdf  Shopping Souvenirs.pdf  Tour Guides.pdf  Transport Services.pdf  Wildlife Viewing.pdf  1.7 Mail to partners.png  Distribution of guidelines for sensitive excursions or activities.png
7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	Preference is given to certified excursions operating under recognised sustainability standards. An action plan has been defined to identify, prioritise and integrate certified providers into the excursion portfolio.  Copy of DTG_ResponsibleExcursionCriteria Turkiye.xlsx



7.1 Hassas Turlar.xlsx

Specific criteria

7

Action			Details
7.6. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.			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 also valid for all contracts with third party clients. The completion of integration of CoC to all contracts of the DMCs will be completed by the end of 2023/the beginning of 2024 by law (German LkGS). @DMCs: PLEASE ADD a list of excursions in your destination (e.g. involving animals) for which you will not make an active promotion. @DMCs: Please upload an example of a local supplier contract showing the implementation of the DER Touristik Group's Code of Conduct (CoC) and explain if all your local suppliers have received the CoC. If not 100% of your suppliers have received the CoC, please remark the percentage of suppliers that have already received it in your text answer. Information on DER Touristik Germany: See guidelines of marketing & communication in animal welfare. We have compiled a list of excursions in our destinations that are not contracted and not offered for sale. This particularly applies to activities involving animals that do not fully align with our animal welfare guidelines.

		An example of a local supplier contract demonstrating the implementation of the DER Touristik Group's Code of Conduct (CoC) will be uploaded for Season 2026.  7.6 Harmful Excursions.xlsx  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  SÜRDÜRÜLEBİLİRLİK POLİTİKASI TR.pdf
7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	✓ https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf An animal welfare policy was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023. 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. See attached: Animal Welfare Policy of DER Touristik Group & DMC network @DMC: What kind of excursions with animals do you offer for inhouse and third party clients? Please list them or upload your portfolio-analysis (excel sheet) of Feb 23. Information on DER Touristik Germany: See enclosed guidelines of marketing, product development, communication, etc. in animal welfare. We do not offer excursions with animals.

			Central answer DERTOUR (previously DER Touristik) DMC partner group https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf An animal welfare policy was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023. 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. See attached: Animal Welfare Policy of DER Touristik Group & DMC network @DMC: What kind of excursions with animals do you offer for inhouse and third party clients? Please list them or upload your portfolio-analysis (excel sheet) of Feb 23. Information on DER Touristik Germany: See enclosed guidelines of marketing, product development, communication, etc. in animal welfare.
7.8. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.	✓	✓	https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf An animal welfare policy was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every few years to monitor this guideline. The last analysis took place in February and March 2023.

			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. See attached: Animal Welfare Policy of DER Touristik Group & DMC network @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. Information on DER Touristik Germany: See enclosed guidelines of marketing, product development, communication, etc. in animal welfare. Our DMC does not offer any excursions or activities that involve the harvesting of wildlife, including hunting, fishing, or the selling and trading of wild animals, either directly or through third-party suppliers. We are committed to responsible tourism practices and ensure that all services provided comply with animal welfare and sustainability standards.
7.9. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.	✓	✓	https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-Touristik-Group.pdf An animal welfare policy was put in place to protect animals especially during any kind of touristic excursion. DER Touristik Group incl. all DMC companies start portfolio analysis every year to monitor this guideline. The last analysis took place in February and March 2023. 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. See attached: Animal Welfare Policy of DER Touristik Group & DMC network @DMC: Please explain if you offer excursions that involve wildlife interaction to inhouse and third party and if so, how it is insured that these are managed sustainably. Are you following any local guidelines/restrictions: e.g. feeding elephants in camps? Information on DER Touristik Germany: See enclosed guidelines of marketing, product development, communication, etc. in animal welfare. Our DMC does not offer any excursions that involve wildlife interaction, neither for inhouse operations nor through third-party providers. This includes activities such as direct contact, feeding, riding, or any other form of interaction with wild animals. Accordingly, there is no need for additional sustainability management measures in this area. We fully adhere to all local guidelines and restrictions related to animal welfare and ensure that our product portfolio aligns with responsible tourism principles.
7.10. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.	✓	All guides used by our company hold the official Turkish tourist guide license (“Kokart”), which is legally required and issued by the Turkish Ministry of Culture and Tourism. This license is mandatory for conducting guided tours, especially at culturally sensitive sites, heritage sites and environmentally sensitive destinations. To obtain the Kokart, guides must complete comprehensive theoretical and practical training, including subjects such as history, archaeology, cultural and art heritage, geography, tourism law and ethics, as well as foreign languages. In addition, candidates are required to pass state-approved professional and language examinations, including practical guiding assessments.

		The Kokart is only granted after all legal training and examination requirements have been fulfilled and must be visibly carried during tours. This system ensures that our guides are professionally qualified, legally authorized and capable of guiding guests responsibly and respectfully in sensitive cultural and environmental settings.  WhatsApp Image 2026_01_20 at 11.22.59 _2_.jpeg  WhatsApp Image 2026_01_20 at 11.22.59 _1_.jpeg  WhatsApp Image 2026_01_20 at 11.22.59.jpeg
7.11. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).	✓ ✓	We currently offer several excursions in this area. These include visits to a sea turtle conservation center as well as visits to local markets and cooking demonstrations featuring locally produced products. Karacaören Pur Natur – DERTOUR Group Reiseleitung Türkische Riviera 'During a mini cooking show, you will discover the secrets of herbs and spices of Turkish cuisine, accompanied by mythological stories.' Antalya & Volksmarkt – DERTOUR Group Reiseleitung Türkische Riviera 'There will also be some free time to stroll around and bargain – for example during the visit to the local market!' The “Turtles” excursion programme is attached.

			 Die Schildkröten von Manavgat.docx
7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).	✓	✓	Schutz der Meeresschildkröten: Am türkischen Mittelmeer setzen sich DEKAFOK und DERTOUR Foundation gemeinsam dafür ein • DERTOUR Group With our tour, we are visiting and supporting the DEKAFOK station. The station is also showed to info groups and travel agencies, while they are visiting our region.  Copy of DTG_ResponsibleExcursionCriteria Turkiye.xlsx

8. Tour leaders, local representatives, and guides

9

Tour leaders, local representatives and guides

9

Action			Details
8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.			We follow this approach. Whenever qualifications are equal, we give preference to employing local tour leaders, representatives, guides and other local staff, including in management positions, and provide them with any necessary training. Sustainability Policy 3.3 Tour leaders, local representatives, and guides DTS commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of DTS.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf
8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and			The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: Representatives & Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to

conditions of their employment, including remuneration.			workers by local & Swiss labor laws. All employees are introduced to their specific employment conditions again during their onboarding training (see 8.1.) and do get offered support when needed. The CoC is not included in any employment contract. The CoC is implemented at trainings as the onboarding trainings and on compass extranet (internal wikipedia for reps). We will also explain where to find all information online in their work information and manual (see enclosed). Our Contract template is enclosed. @DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC. There are only two types of employment contracts (same template): fixed-term and indefinite-term. There is no additional contract or protocol signed specifically for guides. We work with fixed-term employees, not with freelancers.  İŞ SÖZLEŞMESİ _KVKK POLİTİKASI BİRLEŞİK_.pdf  TURİST REHBERİ SÖZLEŞME ÖRNEĞİ.pdf
8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.	✓	✓	The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: Representatives & Freelancer are formally hired. Each employment contract informs the employer about his working conditions, including benefits, rights and protections granted to workers by local & Swiss labor laws. All employees are introduced to their specific employment conditions again during their onboarding training (see 8.1.) and do get offered support when needed. The CoC is not included in any employment contract. Our Goal is to implement a training to the Code of Conduct in our onboarding trainings. We will also explain where to find all information online in their work information and manual. Our Contract template is enclosed.

		@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC. We never pay our employees below the legally mandated minimum wage. Their salaries are in accordance with the industry standard.
8.4. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.	✓	The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: Our representatives receive an onboarding training (only new employees), a destination training of their supervisor; An introduction, Training-on-the-job & supervision of a local team member; Mandatory online trainings: 2 Rep trainings in Sustainability, as well as animal welfare and childcare training starting 2023); Online (internal Extranet/sharepoint) all reps and guides will find information on compliance, DER Touristik Group Guidelines, the Code of Conduct and also everything they need for their daily work (see screenshot enclosed). See Action plan (@Coach) @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. At our DMC, all guides, representatives, and tour leaders—whether directly employed by us or engaged through local suppliers/freelancers—receive structured training and support to ensure professional and responsible service. This includes: Onboarding Training: For all new employees, covering company policies and operational procedures. Destination & Supervisor Training: Training provided by supervisors to ensure familiarity with local conditions, attractions, and guest expectations. On-the-Job Training & Supervision: Each new team member is paired with an

		experienced colleague for practical guidance and mentoring. Mandatory Online Trainings: All staff complete online courses in sustainability, animal welfare, and child protection, following the same standards adopted from 2023 onward. Internal Resources: Our internal platform provides access to compliance information, company guidelines, code of conduct, and all materials necessary for daily work. This training structure ensures that all personnel, whether permanent, freelance, or supplier-based, operate in line with industry standards, ethical guidelines, and the sustainability goals of our company.  dbakkaloglu_Reiseleiterinnen_E_learning_certificate_The_Code.pdf
8.5. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.	✓	@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are informed about your sustainability policy. @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. All staff directly employed by our DMC are informed about our sustainability policy.

Internal Platform: Our intranet provides access to all policies, guidelines, and practical resources to ensure daily operations align with our sustainability goals. Also, we informed all employees including tour leaders by email.

Sustainability Policy:

3.3 Tour leaders, local representatives, and guides

DTS commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of DTS. DTS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we make sure that all guides hired by or leading tours on behalf of DTS are trained regularly and knowledgeable in the sustainability topics of the destination. Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism. DTS provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

This may also be important:

4. Excursions and Protection of Cultural Heritage

DTS only works with excursion providers that adhere to the company's Code of Conduct. This ensures that excursions respect local customs, cultural heritage, animal welfare, human rights, and environmental protection. All excursions and activities run by or on behalf of DTS respect local customs, traditions, cultural integrity, and natural resources. DTS commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy. DTS gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection. DTS has clear Codes of Conduct requirements in place for environmentally and culturally sensitive excursions offered by or on behalf of

		the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides. DTS provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform. DTS ensures that guests are informed about and encouraged to respect local cultural values, religious sites, traditions, and social norms of the destinations visited. Our tour guides and representatives have been informed separately via email on 07/04/2026. We will also discuss this during our season-start meeting.  SÜRDÜRÜLEBİLİRLİK POLİTİKASI EN..pdf  Sürdürülebilirlik_Enerji ve Çevre Tasarrufu Politikaları Hakkında.png  Info an Tourguides_Nachhaltigkeit.png
8.6. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.	✓	@DMC: PLEASE explain how guides, reps and tour leaders, that are directly employed at your DMC, are trained in sustainability. @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. The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: Reps are trained online by travellife since Feb 2023 and in their onboarding training (CoC). 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 and the Code of Conduct. All guides, and representatives participate in online trainings. For the season 2026, we will also take part in the travelife online trainings and upload the certificates.  dbakkaloglu_Reiseleiterinnen_E_learning_certificate_The_Code.pdf
8.7. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.	✓	@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC. @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. The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: All Reps receive trainings to destinations knowledge of DTS-CH (this does not include sustainable aspects). In the future, these will be updated by each DMC, so that every new rep will receive specific input on sustainability issues & achievements at the destination. (Personell changes will be monitored and new staff re-educated.) Guides, Representatives, and Tour Leaders Directly Employed by Our DMC: All guides, representatives, and tour leaders directly employed by our DMC receive training on sustainability as part of their onboarding and ongoing professional development. This includes: Online Trainings: All staff participate in mandatory online courses covering

		sustainability, responsible tourism practices, animal welfare, and child protection. On-the-Job Guidance & Supervision: New staff are mentored by experienced colleagues to ensure they apply sustainability principles in daily operations. Internal Resources: Our intranet provides up-to-date information on our sustainability policy, guidelines, and practical tools to support compliance in their work. Most trainings are conducted via the DERTOUR Lernwelt platform and are centrally managed. These courses are mandatory for employees.  dbakkaloglu_Reiseleiterinnen_E_learning_certificate_The_Code.pdf  Screenshot_24_2_2026_1248_lernwelt.dertour_group.com.jpeg  Screenshot_24_2_2026_12343_lernwelt.dertour_group.com.jpeg
8.8. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).	✓ ✓	@DMC: PLEASE answer the question also for guides, reps and tour leaders that are directly employed at your DMC. The DTS-CH (Supplier of guides for the German market is "DER Touristik Destination Services AG" (DTS-CH)), please note their supplier statement: Each DMC as well as the DTS-CH webpage "dertouristik-reiseleitung.com" inform on all sustainable matters in general & per destination. The information will be promoted more obvious for the endcustomer on the general destination page of their holiday destination. All information of this webpage is accessible for all clients and highly promoted. The do's and don't of this section are communicated to the clients by our reps in welcome meetings, when it

		comes to booking a specific excursion or when answering questions to it. See action plan (@Coach) Giudes are trained during onboarding workshops and receive & learn with a specific manual (see enclosed). This obtains information on child safeguarding, supported charitable projects, environmental management in hotels, sustainable products, branch initiatives & collaborations (futouris), compliance on human rights, data protection, handling emergencies and complaints. 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. 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). In the past, information flyers on child safeguarding were handed out to our clients. Today, guides & reps link back to the input on sustainale matters on "dertouristik-reiseleitung.com", inform about the DER Touristik Group's Code of Conduct when needed and about information materials on dertouristik.com. Giudes are trained during onboarding workshops and receive & learn with a specific manual (see enclosed). This obtains information on child safeguarding, supported charitable projects, environmental management in hotels, sustainable products, branch initiatives & collaborations (futouris), compliance on human rights, data protection, handling emergencies and complaints.
8.9. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive	✓ —	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 anual fee of The Code.

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

Requirement from The Code to sensitise own employees Duration: 15-30min
Different languages available Participation will be tracked via The Code > Reporting
Ideally part of standard HR training Note that the session can expire

How to get to the training:

Go to [E-Learning Login — The Code](#)

Use groupwide login password: **TOUR8224b927c4** Recommendation: Download certificate (for an example see Lisa Jansen's certificate) For more planing on Child Safeguarding see page 12 of our child safeguarding guideline

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

All employees of 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 anual fee of The Code.

Child labor is already prohibited.

We repeat the Code training annually.

9. Destinations

5

Selection of destinations

2

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.	✓	—	Group Answer: "No". Explanation: The DMC-Network does not consider sustainable aspects when choosing a specific region at their destination. It proposes new destinations/regions according to the wishes of the DER Touristik Group Clients/TOs and their product managements. @DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same). As a DMC, we do not independently develop or select new destinations. Destination selection is centrally managed at DER Touristik Germany / DER Touristik Group level. Our role is to operate and implement services within already established destinations defined by the tour operator(outbound brand). Therefore, the sustainability assessment and strategic destination selection process is handled at group level. Within our limited third-party business, we also operate exclusively in destinations that are already part of the DER Touristik portfolio. We do not independently introduce or develop new destinations. Through this alignment, we follow the sustainability standards and destination strategies defined at group level, including considerations related to infrastructure, environmental management and community aspects.

9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.	✓	✓	Group Answer: "No". Explanation: The DMC-Network does not consider sustainable aspects of transportation when choosing a specific region at their destination. It proposes new destinations/regions according to the wishes of the DER Touristik Group Clients/TOs and their product managements. @DMCs: Concerning your third party business: PLEASE DECLARE your DMC's strategy (if the process is the same). As a DMC, we do not independently select or develop new destinations. Destination planning and selection are centrally managed at DER Touristik Germany / DER Touristik Group level. Our role is to operate and implement services within destinations already defined by the tour operator. Therefore, considerations regarding accessibility and reachability through more sustainable means of transport are addressed at group level during the destination planning process. Within our limited third-party business, we also operate exclusively in destinations that are already part of the DER Touristik portfolio and do not independently introduce new destinations. Through this alignment, we follow the accessibility and sustainability criteria established at group level.
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Local projects and initiatives

3

Action			Details
9.3. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and	✓	—	Currently, our company does not yet support structured initiatives aimed at specifically improving cooperation between accommodations and local producers. As a DMC, our primary focus is on the organization and delivery of tourism services, which means our direct influence

distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			on the procurement and supply chains of accommodations is currently limited. However, we recognize the importance of local economic networks and sustainable sourcing, and we will review this topic in coordination with DERTOUR headquarters.
9.4. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.	✓	✓	Schutz der Meeresschildkröten: Am türkischen Mittelmeer setzen sich DEKAFOK und DERTOUR Foundation gemeinsam dafür ein • DERTOUR Group https://dekafok.org.tr/ The non-profit organization has been committed since 2020 to contributing to the preservation of natural habitats along the Turkish Mediterranean coast through conservation, education, and research. To this end, DEKAFOK collaborates with a team from Akdeniz University. DEKAFOK is an acronym derived from the Turkish names for sea turtle, Mediterranean monk seal, and sand lily – all of which are endangered species.
9.5. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).	✓	✓	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". Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

		Information on Inhouse tour operator: Manta Reisen (TourCert certified) For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following: Information on SOUVENIRS in their customers travel documents: Caution is advised when buying souvenirs. According to the Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora, a long list of animals and plants are strictly prohibited from being imported into Switzerland. Violations are subject to very high fines and the prohibited souvenirs are confiscated at customs. Information can be found at https://cites.org/. Die Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc. In order to protect endangered animals and plants or to preserve the cultural dignity of a country, refrain completely from buying souvenirs made in whole or in part from animals and plants, or dubious offers of antiquities. Every souvenir that is not bought reduces demand and thus the endangerment and exploitation of nature in your holiday country. Central answer DERTOUR (previously DER Touristik) DMC partner group 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.
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10. Customer communication and protection

26

Prior to booking

12

Action			Details
10.1. Customer privacy 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. Please see a template of the framework agreement enclosed. @DMCs: Please upload your data protection policy, your framework agreement or link back to the privacy policy of your website. e.g.: https://dtservices.travel/privacy/ Data protection DER Touristik Germany: E.g.: DER Touristik Group: https://www.dertouristik.com/en/home/ https://dtservices.travel/privacy/ Data Protection - DERTOUR DMC See attached, email signature.  Signature.png

10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.	✓	✓	DMC Group Answer should be "not applicable"/instead you may choose "yes" because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators). Info on DER Touristik Germany: The products & services of the DER Touristik Germany GmbH (e.g. accommodations, flights, transfers, etc.) are described in detail on the webpage dertour.com, its.de, jahnreisen.de, meiers-weltreisen.de, etc. All visual content containing TO brands is approved by our internal Brand Management, which monitors if the criteria of our internal guidelines were met. The DER Touristik Approval Tool is your tool for the Corporate Identity and Corporate Design-compliant implementation of communication media. All graphic design jobs (final creation of information & content) are monitored by our brand management team. DMCs are not involved in marketing and promotion (handled by its clients/ tour operators). We provide the following information material on site for our guests: a welcome letter with an invitation to meet the tour guide, as well as the excursion programme. These comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered. https://www.dertour.de/   Die Schildkröten von Manavgat.docx WM_18679_24_PDF_Herzlich_Willkommen_AYT_1.pdf
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			 WM_18679_24_PDF_RT_Ausflugsprogramm AYT.docx
10.3. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	✓	DMC Group Answer should be "not applicable"/instead you may choose "yes" because DMCs are not involved in marketing and promotion (handled by clients/ tour operator). Information on DER Touristik Germany: See guidelines of marketing & communication in animal welfare. https://www.dertour.de/  Die Schildkröten von Manavgat.docx
10.4. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓	✓	DMC Group Answer: This question refers to information before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "yes" for an answer. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more.

		Information on DER Touristik Germany 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. Information on forbidden souvenirs is not included yet, but the TO is working on improving the information of the information in all travel documents. Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit inzumi (dertouristik.com) DMC Group Answer: This question refers to information before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "yes" for an answer.
10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.	✓ —	DMC Group Answer: This question refers to transportation before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "no" for an answer. Information on DER Touristik Germany: https://www.dertour.de/reisemagazin/flug-kompensieren 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. DMC Group Answer: This question refers to transportation before arrival at the destination. The DMC does not handle this information but its clients, the tour operators. Please chose "no"

			for an answer. 100
10.6. Sustainable transport 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.	✓	✓	This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejsjer.dk/om-apollo/baeredygtige-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 restauarants and goods, sustainable transportation option and many more. Info on DER Touristik Germany Until now, clients may not choose inbetween different transport options when booking a hotel (screenshot see image gallery) - only flights also in Germany. Gernal information on alternative transport options during/to your holiday destination: travelling by train: https://www.dertour.de/reisemagazin/urlaubsziele-mit-zug Europe's most beautiful cycling cities: https://www.dertour.de/reisemagazin/fahrradstaedte "Sustainable travel with tips for soft tourism - How to reduce your carbon footprint on the road": https://www.dertour.de/reisemagazin/nachhaltiges-reisen-tips Central answer DERTOUR (previously DER Touristik) DMC partner group This question refers to transportation before arrival at the destination. The DMCs are not

			handling these services. Please chose "not applicable" for an answer.
10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓	✓	DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer. Information DER Touristik Germany: In package tours, a Rail&Fly-Ticket is mostly included. Exceptions are low budget packages, but a Rail&Fly-Ticket is an option as an addon to the booked package. Central answer DERTOUR (previously DER Touristik) DMC partner group DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.
10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	✓	DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer. General reference to collaboration with the "partner myclimate" of DER Touristik Germany: Carbon offsetting: https://www.dertour.de/reisemagazin/flug-kompensieren Information on Carbon Offsetting in travel confirmation: See below, enclosed Compensation info can be found in the travel information/booklet (see enclosed) My Sites, App - see below Information no part of booking process itself Info in Detail: 2. Booking confirmation quotation: Would you like to offset the CO2 emissions of your flight, car journey or cruise? Under the

following link you can calculate your CO2 footprint and support certified sustainable carbon offset projects around the world with your offset contribution. Climate protection projects around the world: dertouristik.myclimate.org

3. Travel information Quotation:

CLIMATE PROTECTION CONTRIBUTION VIA MYCLIMATE

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

<https://dertouristik.myclimate.org>

4. My Sites (see enclosed)

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

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

- Services and functionalities:

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

o Overview of payments made in the case of direct collection

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

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

The customer is informed about the compensation of CO2 emissions when they call up their booked trip in the portal. **The info about the compensation pops up directly, once you enter your account/booking (see image - info of compensation marked in yellow).**

			DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer.
10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	✓	✓	DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer. Information on DER Touristik Germany: 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. Central answer DERTOUR (previously DER Touristik) DMC partner group DMC Group Answer: This question refers to transportation before arrival at the destination. The DMCs are not handling these services. Please chose "not applicable" for an answer
10.10. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are	✓	✓	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.

recognisable to consumer and presented as the “better” option.			All DMCs may answer "yes". All sustainable information is bundled here: https://www.dertour.de/nachhaltiger-urlaub Accommodations are labeled with a "green leave" on the TO webpages of DER Touristik com. Enclosed an example on its.com (Meiers Weltreisen.de & dertour.de will follow in August 2023): See enclosed a filter-option and the green leave labeling. Reisen mit ITS - Ihrem Reiseanbieter für erholsamen Urlaub ITS.de You can find all certified hotels here (sum up of all certified hotels, green leave is added by August 2023):https://www.dertour.de/nachhaltige-hotels More Sustainable excursions: - See more sustainable excursions presented in our Green Magalog B2B/B2C (see uploads). Also promoted on https://www.dertour.de/nachhaltiger-urlaub (scroll further down) - It was used an internal created appraisal-tool to help to understand the criteria of a more sustainable excursion and evaluate it - DER Touristik is working on a labeling of more sustainable excursions - Almost finished creating a sustainable round trip in Ireland (coming soon)
10.11. Travel advise sustainable offers	✓	✓	All sustainable information is bundled here: https://www.dertour.de/nachhaltiger-urlaub Accommodations are labeled with a "green leave" on the TO webpages of DER Touristik

In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.		com. Enclosed an example on its.com (Meiers Weltreisen.de & dertour.de will follow in August 2023): See enclosed a filter-option and the green leave labeling. Reisen mit ITS - Ihrem Reiseanbieter für erholsamen Urlaub ITS.de You can find all certified hotels here (sum up of all certified hotels, green leave is added by August 2023):https://www.dertour.de/nachhaltige-hotels More Sustainable excursions: - See more sustainable excursions presented in our Green Magalog B2B/B2C (see uploads). Also promoted on https://www.dertour.de/nachhaltiger-urlaub (scroll further down) - It was used an internal created appraisal-tool to help to understand the criteria of a more sustainable excursion and evaluate it - DER Touristik is working on a labeling of more sustainable excursions - Almost finished creating a sustainable round trip in Ireland (coming soon) We do not provide travel booking advice to customers. Our consultation is limited to excursions, which are generally conducted on-site by bus. Our excursions do not include any activities involving animals. All travel-related advice and arrangements are handled by DERTOUR prior to the customers' arrival.
10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓	DMC Group Answer: Clients of the DMC are informed on the individual webpage of the DMC. Please add your webpage/subdomain of destination touristic services/ go vacation/ etc.

		E.g. https://dtservices.travel/sustainability/ If any information is missing please contact Schumann, Julia <Julia.Schumann@dtservices.travel>. Thank you. Türkiye – destination touristic services https://www2.dtservices.travel/sustainability/
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After booking and during holidays

11

Action			Details
10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.			@DMCs: This question refers to information before arrival at the destination. The DMCs are not handling these services. @DMCs: Please explain how you handle this information with third party clients. Information on DER Touristik Germany 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. Reiseführer Shop - Individuelle Reiseführer für Urlaub und Reisen weltweit inzumi (dertouristik.com)

			Bildung und Kultur – DERTOOUR Group Reiseleitung Türkische Riviera Information link and documents are attached.
10.14. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).	✓	✓	@DMCs: This question refers to information before arrival at the destination. The DMCs are not handling these services. @DMCs: Please explain how you handle this information with third party clients. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more. 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. New also via app at www.diplo.de;** For Austria: From the Foreign Ministry at www.aussenministerium.at; For Switzerland: from the Federal Department of Foreign Affairs at www.eda.admin.ch;

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

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

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. Do's, Dont's and tips for the destinations: Allgemeines – DERTOUR Group Reiseleitung Türkische Riviera https://www.dertour-reiseleitung.com/tuerkische-riviera/infos-a-z/rund-um-ihr-zielgebiet/strasse-und-verkehr/ https://www.dertour-reiseleitung.com/tuerkische-riviera/infos-a-z/rund-um-ihr-zielgebiet/strand-und-sonne/ https://www.dertour-reiseleitung.com/tuerkische-riviera/infos-a-z/rund-um-ihr-zielgebiet/land-und-leute/
10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	— @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. @DMCs: Please explain how you handle this information with third party clients. Info on DER Touristik Germany:

Travel Documents: Security Advice

Important note: Please note the **security advice** for your respective holiday region and any transit country and in particular the entry regulations on the website of the **German Foreign Office** and the return travel regulations to Germany (<https://www.auswaertiges-amt.de/de/ReiseUndSicherheit>). Guests of other nationalities or residing in other countries, please contact the relevant authorities in good time. For Austria: At the Ministry of Foreign Affairs at www.aussenministerium.at For Switzerland: The Federal Department of Foreign Affairs at www.eda.admin.ch.

Travel Documents: Health e.g. Buenos Aires

The health system is good by Central American standards, but there is a lack of medication in some areas - bear this in mind when putting together your first-aid kit. It is advisable to take a first-aid kit for your personal needs.

personal needs. Doctor's and medicine costs must be paid by credit card. A small tip: Have a look on the internet at <http://www.fit-for-travel.de> or <https://www.healthytravel.ch/>; There you will find detailed information on the subject of health and travel.

The DMCs are not handling these services.

The only products we sell directly to customers are excursions. These are partly provided by suppliers.

All tour suppliers with vehicles, whether for transfers or for the excursions themselves, are subject to a safety check by us at the beginning of the season.

In each excursion description, all important information and notices are clearly stated for the

		customers (for example: “Do not forget: sturdy footwear, money / Minimum age: 7 years, minimum driving age: 16 years / Important note: helmets and special goggles are provided at the starting point upon request”). Our tour guides also inform guests verbally about the excursion and, if necessary, about appropriate behaviour. Example: Quad-Safari – DERTOUR Group Reiseleitung Türkische Riviera  Supplier aktuell 2025.xlsx
10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓ ✓	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. @DMCs & Third party clients: Please explain if you or your rep service is the emergency contact, and how clients are informed about the emergency contacts. DER Touristik Germany: See travel documents Dubai enclosed Travel documents e.g. Dubai: Page 2 Important contacts Customer concerns before travel: Your booking office: DERTOUR Slovakia, Panska 6, 811 01 Bratislava, Slovak Republic. Customer concerns on the day of arrival (flight, arrival, check-in at the airport): +49 211 95439 512, e-mail: reisebetreuung.der@dertouristik.com

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

Blocking of EC cards: Tel. +49 180 5021021

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

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

Page 7:

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

- News ticker with the latest information.

- Contact by phone, e-mail or chat with your local contact. In

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

- The pick-up time for your return transfer to the airport is available online 1 - 2 days before your return flight.

(if a transfer is included in your travel booking). In most

destinations, you can also register to receive your pick-up time conveniently and automatically by

email (details under Return journey on the website).

- Reserve your favourite excursions and rental cars in advance or during the trip and find out about current offers.

		- Your holiday region from A-Z. Scan this QR code conveniently with your mobile phone or visit our website. QR code: See in travel documents enclosed Website: https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/ Hotels – DERTOUR Group Reiseleitung Türkische Riviera 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.
10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓ @DMCs: When working with DTS-CH reps, see page 113 - 116 in our guide manual. All information on emergency guidelines is given here. If you not work with DTS-CH reps, please explain how you educate you emegency contact persons. Info on DER Touristik Germany: There is a 24h Hotline for clients at the destination for any problem that might appear. Info on communication Hotline Number? Within the travel documents clients receive information how to reach out to their insurance company or block a credit card, etc.

See travel documents Dubai enclosed

Travel documents e.g. Dubai:

Page 2

Important contacts

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

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

reisebetreuung.der@dertouristik.com

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

Blocking of EC cards: Tel. +49 180 5021021

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

ADAC emergency call centre: +49 89 222222

ERGO Travel Insurance: +49 89 41661723

Page 7:

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

- News ticker with the latest information.

- Contact by phone, e-mail or chat with your local contact. In

			In selected hotels, our tour guides will also look after you personally. - The pick-up time for your return transfer to the airport is available online 1 - 2 days before your return flight. (if a transfer is included in your travel booking). In most destinations, you can also register to receive your pick-up time conveniently and automatically by email (details under Return journey on the website). - Reserve your favourite excursions and rental cars in advance or during the trip and find out about current offers. - Your holiday region from A-Z. Scan this QR code conveniently with your mobile phone or visit our website. QR code: See in travel documents enclosed Website: https://dertouristik-reiseleitung.com/vereinigte-arabische-emirate/ DERTOUR Group Reiseleitung Türkische Riviera – Willkommen im Urlaub
10.18. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and	✓	✓	@DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.

maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.			Please explain how you are organized for 3rd party clients. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more. Info on DER Touristik Germany: Not included in travel booklet information of TOs (clients of DMC), no direct communication with customers. On Webpage of rep service there is more information on dos and don'ts for the clients incl. a general information on illegal souvenirs: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/ @DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.
10.19. Sexual exploitation	✓	✓	@DMCs: "Answer: not applicable". This question refers to information that is handled on to

Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.

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.

Please explain how you are organized for **3rd party clients**.

Info on DER Touristik Germany:

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).

DMC Headquarter motivates TOs to include more information on child safeguarding (e.g. Don't look away) and illegal souvenirs in their travel documents.

Info on Apollo (Nordics):

Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page <https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse>. They refer to it in our pre-trip communication.

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

Info on Specialist (TO) "Manta Reisen":

Code of Conduct for hotel partners and partner agencies

Careful product selection is important to us. With the "Supplier Code of Conduct", which we send to our partners, they sign that they are committed to sustainability in the areas of environmental protection, human rights, working conditions, sexual exploitation of children and young people, local procurement and development.

Child protection Manta Reisen has signed the Code for the Protection of Children from Sexual Exploitation in Tourism. We are committed to preventing and not tolerating child prostitution. www.thecode.org

			@DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.
10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	✓	@DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services. Please explain how you are organized for 3rd party clients. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more. Information on Inhoude tour operator: Manta Reisen (TourCert certified) For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give

to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following:

Information on SOUVENIRS in their customers travel documents:

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

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

Info on DER Touristik Germany:

DMC Headquarter motivates TOs to include more information on child safeguarding (e.g. Don't look away) and illegal souvenirs in their travel documents.

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

Webpage: https://www.wwf.at/wp-content/uploads/2021/07/wwf_souvenirratergeber_2019_web.pdf

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

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

Travel information of DER Touristik Germany as an Example:

			Only this note + customs in the travel documents: In addition, he/she should inform himself/herself about current travel and safety information as well as entry conditions at the travel agency or on the Internet and take note of any important information in the travel documents. For Germany: At the Federal Foreign Office at www.auswaertiges-amt.de. New also via app at www.diplo.de For Austria: From the Foreign Ministry at www.aussenministerium.at For Switzerland: From the Federal Department of Foreign Affairs at www.eda.admin.ch. Travel documents - Customs: Import ban on narcotics of all kinds, food, GPS devices, weapons, electrical and electronic devices (e.g. irons, radios). irons, radios). Cameras, video cameras, sports equipment etc. must be declared on import and 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. @DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.
10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	@DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.

		Please explain if you work together/support with a tour operator's product development? Please explain how you are organized for 3rd party clients. Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more. Info on DER Touristik Germany: DMC Headquarter motivates TOs to include more information on local services and goods in their travel documents. On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal souvenirs and more: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/ @DMCs: "Answer: not applicable". This question refers to information that is handled on to the customer during and before arrival at the destination. The DMCs are not handling these services but the tour operators they are working with. The DMCs are not in direct contact with clients but tour operators and rep services.
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10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	@DMCs: DMCs do not communicate with the endcostumer only the TO it works with. Please explain, if you work with own reps and provide information to endcostumers (incl. 3rd party clients). Info on Apollo (Nordics): Concerning the client information on sustainable travel tips and guidelines, Apollo has conducted this site at their WEB-page https://www.apollorejser.dk/om-apollo/baeredygtige-rejser/tips-til-en-mere-baeredygtig-rejse. They refer to it in our pre-trip communication. This webpage includes information of child safeguarding, illegal souvenirs, local restaurants and goods, sustainable transportation option and many more. Info on DER Touristik Germany: DMC Headquarter motivates TOs to include more information on sustainable transportation, such as sit-in-coach transfers, E-Bikes, public transportation etc. in their travel documents. On Webpage of rep service there is more information on dos and don'ts for the clients incl. illegal souvenirs: https://dertouristik-reiseleitung.com/en/gran-canaria/nachhaltigkeit/auch-sie-koennen-einen-beitrag-leisten/ Our local guides always inform guests about public transportation (Dolmuş). Straße und Verkehr – DERTOUR Group Reiseleitung Türkische Riviera @DMCs: DMCs do not communicate with the endcostumer only the TO it works with.
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10.23. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).	✓	—	@DMCs: Answer: "no". DMCs do not communicate with the endcostumer only the TO it works with. Please explain if you motivate endcostumors to donate to charitable projects you as a DMC support. If so, your answer can also be "yes". Info on DER Touristik Germany: 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 page) Donation during booking process: Customers can also make a DER Touristik Foundation (DTF) donation when booking at the travel agency and a DTF info with a reference to the donation option is also attached to the travel documents. General info: The DER Touristik Foundation was established in 2014 as a non-profit association by DER Touristik. brought it into being. In this way, the internationally operating travel group acknowledges its social responsibility towards the people and nature in the countries in which it travels. The DER Touristik Foundation is committed to promoting the education of children, young people and women as well as nature and animal conservation. and women as well as for nature and animal conservation in less developed tourist destinations. To date, 86 projects have been carried out in 26 countries on five continents in close cooperation with charitable associations, foundations and aid organisations. associations, foundations and aid organisations on the ground. 100% of the donations from our guests flow into the projects - every cent is used for a specific purpose and effectively used effectively and for the intended purpose.
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		More information at https://www.dertouristik-foundation.com @DMCs: Answer: "no". DMCs do not communicate with the endcostumer only the TO it works with.
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After holidays

3

Action			Details
10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.			@DMC: DMCs do not manage customer satisfaction but the tour operators they work with. If you work with your own B2B survey or other surveys (B2C), please explain your customer satisfaction organisation here. Information of Christian Klamp (CRM Quality Manager of DER Touristik Germany): We conduct guest surveys at up to 3 touchpoints - after booking, during the trip & after the trip. 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. The content of the surveys is identical for all brands, the email templates only differ by brand.

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.

Here you can find corresponding examples for the respective brands:

[Dertour](#) [ITS](#) [Meiers](#) [Weltreisen](#) [Jahn Reisen](#)

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.

For the guest surveys we use Microsoft Customer Voice, which is directly connected to our internal CRM system Microsoft Dynamics.

This means that every feedback we receive is always linked to the respective customer profile.

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.

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).

The aim is to make the results of the surveys available to all relevant touchpoints in order to develop measures to improve guest satisfaction.

At present, the results of the NPS questionnaire and hotel satisfaction are reported every 14 days for our DMC target areas.

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.

However, this is still under construction.

DMCs do not manage customer satisfaction but the tour operators they work with.

10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.	✓	✓	@DMC: DMCs do not manage customer satisfaction but the tour operators they work with. If you work with your own B2B survey or other surveys (B2C), please explain your customer satisfaction surveys include questions to sustainability. Info on touroperators: 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. DMCs do not manage customer satisfaction but the tour operators they work with.
10.26. Complaints The company has clear procedures in case of complaints from clients.	✓	✓	@DMC: DMCs do not manage customer satisfaction but the tour operators they work with. 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

Endcostumers of DER Touristik Germany:

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

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

During their trip costumors may contact their rep service on their webpage, directly when during service hours in the hotel lobby or via 24h Hotline.

For complaints clients can write an email or call our hotline after chosing their tour operator here <https://www.dertouristik.com/kontakt/fuer-reisende/>

		Quality management at DER Touristik Germany is responsible for quality assurance in all areas directly relevant to the customer. The customer is the focus of our attention. To this end, we constantly collect quality indicators and, together with the specialist departments, ensure that measures are taken to improve quality. In addition, all areas that communicate service problems to the customer and - if the case arises - strive to satisfy the customer despite the problems that have occurred, are bundled in quality management. This currently includes, among other things, clearing (before the trip), KORA processing (customer-oriented complaints processing) and customer care in the context of complaints after the trip. Customer care is supported by the incoming management department, which is responsible for the systematic recording of customer documents." DMCs do not manage customer satisfaction but the tour operators they work with.
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