

Sustainability Action Plan of DTS Cyprus Ltd. 2026 - 2028



A proud Travelife Partner



ACTION PLAN DTS CYPRUS LTD.

Task	Policy Objective	Target	Mandatory to comply for Travelife Partner	Status	Aspect considered	Action	Responsible for the action	Participates	Deadline	Action / Report frequency
0.1	Sustainability coordinator		Mandatory	Finished						
0.2	Awards	Mention any relevant awards, other certification received in the last 5 years. Also mention relevant commitments or signatures towards formal code of conducts.	Not mandatory	Finished						
0.3	Nature of business	Please indicate which of the following activities are part of your business.	Mandatory	Finished						
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.	Mandatory	Finished						
0.5	Number of employees		Mandatory	Finished						
0.6	Brands under Travellife scope		Mandatory	Finished						
1.1	Sustainability coordinator	A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).	Mandatory	Finished						
1.2	Mission statement	A sustainability mission statement is defined and published on the company's website(s).	Mandatory	Finished	Publication and communication of the company mission and sustainability commitments.	Ensure the company mission is publicly available and actively communicated to guests, staff, and partners upon reception of the Travelife Partner Status	Loukis Andreou	IT Team	Once "Partner" certified	Ongoing
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.	Mandatory	Finished						
1.4	Collaboration	The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	Not mandatory	Finished						
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) .	Not mandatory	Finished						
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).	Not mandatory	To Do	Donations to companies which align with our Company values, Preferably local companies, Identifications of their needs	Choose an organization for donation purposes and motivate colleagues to participate in volunteer programs.	Loukis Andreou	Company Management	Aug 26	Yearly
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.	Not mandatory	To Do	Partners from the whole spectrum of our collaboration, Hotels, Transfers, restaurants etc.	Develop a document outlining the sustainability-related criteria that partners must adhere to, and establish an internal database to track and manage sustainable vendors.	Loukis Andreou	Petros Kyprianou, Georgia Kourouyianni, Dikran Shadarevian	Dez 26	Half-yearly
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).	Mandatory	Finished						
1.9	Sustainability policy	The company has a written sustainability policy which 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.	Mandatory	Finished						
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).	Mandatory	Finished	Publication and communication of the company mission and sustainability commitments	Ensure the company's mission and sustainability commitments are publicly available and actively communicated to guests, staff, and partners upon reception of the Travelife Partner Status	Loukis Andreou	IT Team	Once "Partner" certified	Every two Years

1.11	Action plan	The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	Mandatory	Finished						
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.	Mandatory	Finished						
1.13	Monitoring and evaluation	The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.	Mandatory	Finished						
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.	Not mandatory	Finished	Tailored information related to each department, Frequency and consistency without overwhelming the staff	Assign a dedicated individual responsible for disseminating all information regarding our progress in sustainability efforts	Loukis Andreou	Andry Psara, Petros Kyprianou	Once "Partner" certified	Half-yearly before season starts
1.15	Travelife reporting	The company reports its progress via Travelife at least every two years.	Mandatory	Finished						
1.16	Public reporting	The key sustainability results are reported to the public at least every two years and are available on the company website.	Mandatory	To Do	Facts Transparency, Accuracy, Relevance of the Key sustainability Results.	Define Key Performance Indicators and establish a Sustainability Reporting Framework	Petros Kyprianou	Loukis Andreou, IT Team	Once "Partner" certified	Every two Years
2.1	Freedom of association	Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	Mandatory	Finished						
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).	Not mandatory	Finished	N/A					
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).	Mandatory	Finished						
2.4	Formal contracts	All employees of the company have an employment contract, including labour conditions and a job description.	Mandatory	Finished	Legal compliance and transparency in employment conditions	Adjustments to employment contracts are necessary to align with this obligation. Legal review of the existing contract	Management		Apr 26	Once reviewed
2.5	Living wage	The company pays employees at least a living wage which is equal to or above the legal minimum.	Mandatory	Finished						
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.	Mandatory	To Do	Clear contractual agreement, Legal compliance, Fairness, Flexible work-life balance.	Adjustments to employment contracts are necessary to align with this obligation. Legal review of the existing contract	Management		Apr 26	Once reviewed
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.	Mandatory	Finished						
2.8	Holiday / Annual leave	The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	Mandatory	Finished						
2.9	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.	Mandatory	Finished	Ongoing compliance with health, safety, and crisis management procedures.	Maintain effective health, safety, and crisis management procedures, including trained staff and available first aid equipment.	Loukis Andreou		Apr 26	Yearly before summer season starts
2.10	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.	Mandatory	Finished						
2.11	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.	Mandatory	Finished						

2.12	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.	Not mandatory	Finished						
2.13	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.	Not mandatory	Finished						
2.14	Disciplinary procedures	There are documented disciplinary procedures in place and staff are aware of them.	Not mandatory	Finished						
2.15	Measuring employee satisfaction	Employee satisfaction is regularly measured and suggestions are taken into account.	Not mandatory	Finished	Improve employee retention, address concerns, boost morale, Align the objectives with broader company goals like sustainability, wellbeing, or productivity. Anonymous surveys, Suggestion boxes, Digital forms	Establish a structured process for measuring employee satisfaction, ensuring the purpose, methodology, and intended use of feedback are clearly communicated. Share key findings and the resulting actions with staff to demonstrate transparency and responsiveness	Soula Stylianou	Petros Kyprianou, Loukis Andreou	Aug 26	Yearly
2.16	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).	Not mandatory	Finished	Periodic schedule, Role Relevance, Seminar Documentation, workplace safety standards, crisis management, Personal health practices, local Law.	Organize and conduct an annual staff seminar highlighting the company's Health and Safety Policy and other related topics as part of our ongoing commitment to sustainability and employee wellbeing.	Loukis Andreou	Petros Kyprianou	Apr 26	Yearly before summer season starts
2.17	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.	Not mandatory	Finished						
2.18	Trainee positions	Traineeships/Internships are offered to students.	Not mandatory	Finished						
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).	Not mandatory	Finished	Usage Tracking and Monitoring, Employee engagement and education, Technology integration, Regular review and improvement	Monitor and implement our Waste reduction Policy. Monitor especially paper consumption and costs, and maintain all related data in the designated file.	Andry Psara	Loukis Andreou	Apr 26	Quarterly
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.	Not mandatory	Finished						
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.	Mandatory	Finished						
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.	Mandatory	Finished	Usage Tracking and Monitoring, Employee engagement and education, Technology integration, Regular review and improvement	Monitor and implement our Waste reduction Policy. Monitor especially paper consumption and costs, and maintain all related data in the designated file.	George Ioannides	Loukis Andreou	Apr 26	Half-yearly
3.5	Certified coffee and tea	At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	Not mandatory	Finished						
3.6	Cleaning materials	Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	Not mandatory	Finished						
3.7	Printing company	The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	Not mandatory	Finished						
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).	Mandatory	Finished						
3.9	Efficient brochure use	The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	Not mandatory	Finished						

3.10	Energy reduction policy	The company has an active commitment to reduce energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.	Mandatory	Finished	Energy-efficient technologies and systems, Software solutions that optimize energy usage, Selection and maintenance of office equipment with low energy consumption, Employee awareness, training, and communication on energy-saving practices	Ongoing monitoring and implementation of energy-efficiency measures are carried out, supported by employee information and awareness initiatives. Energy reduction plan is followed, with defined actions that are systematically planned and implemented to ensure continuous improvement in energy performance.	George Ioannides	Debbie Elton	Jun 26	As per Energy reduction Plan
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.	Not mandatory	Finished	Data collection and Monitoring, Emission Calculation Methodes, Technology integration, Cost-effective devices	Monitor electricity consumption and costs, and maintain all related data in the designated file	Andry Psara	Loukis Andreou	Jan 26	Yearly
3.12	Sustainable energy	Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	Mandatory	Finished	Electricity Market open for sustainable energy	Consider changing electricity supplier when the electricity market opens and we have the choice between energy providers	Loukis Andreou	Management	Once viable	Once done
3.13	Carbon offset	CO2 emissions from fossil energy used in the offices are offset.	Not mandatory	Finished	Carbon offsetting methodes, Certified offset programs	Engaging in a greenhouse gas reduction project (e.g., reforestation, green energy initiatives, etc.) and encourage employees involve them selves in such	Petros Kyprianou	Loukis Andreou	Jun 26	Yearly
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.	Not mandatory	Finished						
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.	Mandatory	Finished						
3.16	Light "switch-off" policy	Office lights are switched off after office hours.	Mandatory	Finished						
3.17	Low energy equipment	When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	Mandatory	Finished						
3.18	Efficiency mode	Where applicable, equipment is set by default to the energy-saving mode.	Mandatory	Finished						
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 assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	Not mandatory	Finished	Employee Training and Engagement, Control related areas, Prompt actions.	Allocate a person responsible for checking water leaks and inform periodically colleagues about water saving	Georgia Kourouyianni	Cleaning staff	Apr 26	
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.	Not mandatory	Finished	Water consumption, Water Board bills, Water costs.	Monitor water consumption and costs, and maintain all related data in the designated file	Andry Psara	Loukis Andreou	Apr 26	Quarterly
3.21	Water saving toilets	Dual flush or other water saving equipment is installed in the toilets	Not mandatory	Finished						
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.	Mandatory	Finished						
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).	Mandatory	Finished	Waste	Monitor waste reduction, and maintain all related data in the designated file	Athenoula Psara	Cleaning staff	Apr 26	Yearly
3.24	Sustainable packaging	The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	Not mandatory	Finished	N/A					
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.	Not mandatory	Finished						

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.	Mandatory	Finished	Continuous Information and awareness to employees	Relevant information formally communicated to employees through email correspondence.	Debbie Elton		Apr 26	Half-yearly
3.27	Toner/ink	When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	Not mandatory	Finished						
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.	Not mandatory	Finished						
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.	Mandatory	Finished						
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.	Not mandatory	Finished						
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.	Not mandatory	Finished						
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.	Not mandatory	To Do	Data collection and Monitoring, Emission Calculation Methodes, Technology integration, Cost-effective transport ways, Employee Awareness and Engagement	Collect Data and update the related file	Each employee who travels	All employees	On going	Yearly
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.	Not mandatory	To Do	Regional entities or alternative methodologies designed to counterbalance emitted greenhouse gases, NGOs	Initiate collaboration with the identified organization or chosen methodology to commence cooperation.	Loukis Andreou	Mangement	June 26	Yearly
3.34	Employee incentives	Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	Not mandatory	Finished	N/A					
3.35	Transport reduction	Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	Not mandatory	Finished						
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.	Not mandatory	To Do	Training Program, Role-Specific inf, Tailored training for field staff, communication chanel	Establish and standardize a training program	Petros Kyprianou		Apr 26	Yearly before summer season starts
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.	Not mandatory	Finished	N/A					
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.	Not mandatory	Finished	N/A					
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).	Not mandatory	Finished	N/A					

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 exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).	Not mandatory	Finished	N/A					
4.4	Sustainability training - motivation	Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.	Not mandatory	Finished	N/A					
4.5	Contracts	Written contracts with partner agencies are in place.	Not mandatory	Finished	N/A					
4.6	Labour conditions	Partner companies comply with all relevant national laws protecting the rights of employees.	Not mandatory	Finished	N/A					
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).	Not mandatory	Finished						
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).	Not mandatory	Finished						
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).	Not mandatory	Finished						
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).	Not mandatory	Finished						
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.	Not mandatory	Finished	Sustainable accommodations	Curate a comprehensive list of environmentally sustainable hotels in the destination	Dikran Shadarevian	Kyriakos Chatzitheodosiou	Ongoing	
6.2	Accommodation communication	The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	Not mandatory	Finished	Contracted and other relevant accommodations	Distribute our sustainability policy to all accommodation partners. Promote Travelife's certification scheme and encourage accommodations to responsible practices, Promote sustainable Hotels in our marketing activities and set sustainability clauses into all new contracts	Olga Auhustinovich		Once "Partner" certified	Yearly
6.3	Certified accommodations	Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.	Not mandatory	Finished	List of sustainable Hotels, Contracted Hotels	Keep a statistic about Sustainability Certified Hotels and hotels initiate sustainability certification	Dikran Shadarevian	Kyriakos Chatzitheodosiou	Ongoing	
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.	Not mandatory	To Do	Existing accommodation contract, Group regulations and standards, DTS Business Partner CoC	Review and revise the current contract to incorporate main minimum sustainability standards	Loukis Andreou	Management, Kyriakos Chatzitheodosiou	Dec 26	
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).	Not mandatory	To Do	DTS sustainability policy, DTS list of sustainable Hotels, Travelife webpage	Communicate our sustainability policy to accommodation partners, encouraging them to adopt similar practices. Inform them about the availability of free Travelife trainings.	Olga Auhustinovich		Once "Partner" certified	Ongoing
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.	Not mandatory	Finished	DTS sustainability policy, DTS list of sustainable Hotels, Accommodation Sustainability Policy, Travelife webpage	Engaged in collaborative initiatives	Loukis Andreou		Once requested	

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).	Not mandatory	Finished	DTS sustainability policy, DTS list of sustainable Hotels, Accommodation Sustainability Policy, Travelife webpage, Marketing Collaterals	Suggest sustainable Hotels in our marketing activities by existing and new Partnerships	Kyriakos Chatzitheodosiou	Petros Kyprianou, Loukis Andreou	Ongoing	
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.	Mandatory	Finished						
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.	Not mandatory	Finished						
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.	Not mandatory	Finished						
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).	Not mandatory	Finished						
7.2	Sustainable excursion policy	The company has developed and implemented a policy to improve the sustainability of its excursion base.	Not mandatory	Finished						
7.3	Suppliers communication	The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	Not mandatory	Finished	Business Partners data base, Sustainability Policy, Sustainable excursions Policy, Contracting and negotiation meetings	Disseminate information regarding our Sustainability Policy and Sustainable Excursions Policy to our excursion partners.	Petros Kyprianou		Ongoing	By contracting
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 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.	Not mandatory	Finished						
7.5	Certified excursions	Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	Not mandatory	Finished	Business Partners data base, Sustainability Policy, Sustainable excursions Policy, Contracting and negotiation meetings	Identify and establish a partnership with a new suppliers for eco-friendly and certified sustainable products where necessary	Petros Kyprianou		Ongoing	After summer season and contracting period
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.	Not mandatory	Finished	Business Partners data base, Sustainability Policy, Sustainable excursions Policy, Contracting and negotiation meetings	Conducting an assessment for every newly proposed excursion or any amendments to existing ones through our partnering providers	Petros Kyprianou		Ongoing	After summer season and contracting period
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.	Mandatory	Finished						
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.	Mandatory	Finished						
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.	Mandatory	Finished						
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.	Not mandatory	Finished						

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).	Not mandatory	Finished						
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).	Not mandatory	Finished						
8.1	Employment conditions	The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.	Mandatory	Finished						
8.2	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.	Mandatory	Finished						
8.3	Qualification and training	Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.	Not mandatory	Finished	Rep, DERTOUR Service Manual, Operational needs	Deliver training sessions to the Key Tour Leaders, Representatives, and Guides aligned with our company's regulations	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
8.4	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.	Not mandatory	Finished	Sustainability Policy, Sustainability Policy for Guide/Rep, DERTOUR Service Manual, Operational needs	Deliver training sessions to the Key Tour Leaders, Representatives, and Guides aligned with our company's sustainability policy	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
8.5	Sustainability knowledge	Tour leaders and local representatives have been trained on general tourism sustainability principles.	Not mandatory	Finished	Sustainability Policy, Sustainability Policy for Guide/Rep, DERTOUR Service Manual, Operational needs	Deliver training sessions to the Key Tour Leaders, Representatives, and Guides aligned with our company's sustainability policy	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
8.6	Destination knowledge	Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.	Not mandatory	Finished	Sustainability Policy, Sustainability Policy for Guide/Rep, DERTOUR Service Manual, Destination inside info, Operational needs	Deliver training sessions to the Key Tour Leaders, Representatives, and Guides aligned with our company's sustainability policy and destination knowledge	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
8.7	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).	Mandatory	Finished	Sustainability Policy, Sustainability Policy for Guide/Rep, DERTOUR Service Manual, Destination inside info, Operational needs	Deliver yearly training sessions to the Key Tour Leaders, Representatives, and Guides aligned with our company's sustainability policy and destination knowledge at the beginning of the Summer season	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
8.8	Sexual exploitation of children: staff training	Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.	Not mandatory	Finished	Anti exploitation Policy, Sustainability policy	Integrate the topic of sexual exploitation of children as a distinct component within our training program	Loukis Andreou	Petros Kyprianou	Apr 26	Beginning of each Summer season
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.	Not mandatory	Finished						
9.2	Accessible destinations	In selecting new destinations the reachability through more sustainable means of transport is considered.	Not mandatory	Finished						
9.3	Local economic network	The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)	Not mandatory	Finished						
9.4	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).	Mandatory	Finished						
10.1	Customer privacy	The company ensures that customer privacy is not compromised.	Mandatory	Finished						

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.	Mandatory	Finished						
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.	Not mandatory	Finished						
10.4	Destination information, quality	Destination information, including sustainability aspects, is factually correct, balanced and complete.	Not mandatory	Finished						
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.	Not mandatory	To Do	GHG carbon emissions calculators or third-party companies offer this service for us. This includes our excursions portfolio.	Monitoring the matter, and upon its feasibility, we will reassess the situation accordingly and proceed with a formula to calculate our and third party excursions sold by us	Loukis Andreou		Dec 26	Yearly
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.	Not mandatory	Finished	N/A					
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.	Not mandatory	Finished	N/A					
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.	Not mandatory	Finished	N/A					
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.	Not mandatory	Finished	N/A					
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 recognisable to consumer and presented as the "better" option.	Not mandatory	Finished	Excursions, Accommodations, Packages and Transport Templates, other related collaterals	Promote sustainable products with logos or other messaging. Consider all collaterals	Petros Kyprianou, Kyriakos Chatzitheodosiou	Loukis Andreou	By certification	Ongoing
10.11	Travel advise sustainable offers	In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	Not mandatory	Finished	Excursions, Accommodations, Packages and Transport Templates, other related collaterals, Webpage, Sustainability Policy	Update all pertinent collaterals across all our distribution channels	Petros Kyprianou, Kyriakos Chatzitheodosiou	Loukis Andreou	By certification	Ongoing
10.12	Sustainability commitment	(Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAHL).	Not mandatory	Finished	Travelife Status	Disseminate every Travelife accomplishment across all our communication channels	Petros Kyprianou, Kyriakos Chatzitheodosiou, Loukis Andreou	Loukis Andreou	By certification	Ongoing
10.13	Destination information and interpretation	Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	Not mandatory	Finished						
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).	Not mandatory	Finished						
10.15	Health and Safety	Customers are informed regarding risks and precautions related to health and safety matters in the destination.	Not mandatory	Finished						
10.16	Destination contact person	A contact person and permanently reachable telephone number is available for emergency situations.	Mandatory	Finished						
10.17	Emergency situations	Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	Mandatory	Finished						

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 maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.	Not mandatory	Finished	Sustainability Code of Conduct Travelife, Guiding, Personal Meetings with the guests in the hotels	Distribute these materials to our representatives and guides to enhance their understanding of each type of excursion we provide	Petros Kyprianou	Loukis Andreou	Beginning of the Summer season	Yearly
10.19	Sexual exploitation	Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	Mandatory	Finished						
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).	Mandatory	Finished						
10.21	Local services and goods	Clients are motivated to use local restaurants and shops (where appropriate).	Mandatory	Finished						
10.22	Sustainable transport options	Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	Mandatory	Finished						
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).	Not mandatory	To Do	Local NPOs, local charity sustainable initiatives, nature conservation, cultural and social Projects, Excursions Green-Fee	Choose one or more organizations and actively promote client participation in donations and/or voluntary Green-Fee while purchasing excursions	Loukis Andreou	Management	Dec 26	Yearly
10.24	Customer satisfaction	Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	Mandatory	Finished						
10.25	Sustainability and customer satisfaction	Sustainability is an integral part of the research into customer satisfaction.	Not mandatory	Finished						
10.26	Complaints	The company has clear procedures in case of complaints from clients.	Mandatory	Finished						