

Sustainability report - 2026

GO VACATION SPAIN SLU
Travelife Partner

DETOUR
GROUP

1. Reporting context	3
2. Company data	4
3. Introduction	5
4. Mission statement & policy	6
5. Assessment overview	10
6. Detailed overview	11

1. Reporting context

This document outlines the environmental and sustainability principles that guide Go Vacation Spain and DERTOUR Services in their operations. Our approach reflects a commitment to long-term environmental stewardship, social well-being, and economic resilience, aligning with national and European sustainability frameworks.

Spain's modernisation requires a shared responsibility to pursue a development model that balances economic prosperity with improved social welfare and the protection of natural resources. Our strategy aligns with the renewed EU Sustainable Development Strategy (SDS), adopted by the European Council in 2006, which emphasises the continuous improvement of the quality of life for present and future generations. Spain's Sustainable Development Strategy (SSDS) adopts the same holistic vision by integrating economic, social, environmental, and global dimensions.

In this context, Go Vacation Spain and DERTOUR Services commit to the following principles:

- **Regulatory compliance:** Adhering to all applicable federal, regional, and local environmental laws, regulations, and Executive Orders.
- **Pollution prevention and resource efficiency:** Reducing our environmental footprint by minimising waste generation, optimising resource use, promoting recycling, and ensuring responsible disposal practices.
- **Sustainable decision-making:** Integrating environmental, health, and sustainability considerations into operational and strategic decisions.
- **Employee responsibility:** Ensuring all employees understand the environmental and health impacts of their roles and actively work to minimise those impacts in alignment with this policy.

2. Company data

GO VACATION SPAIN SLU

CALLE GENIL 30

07009 PALMA DE MALLORCA

<https://dtservices.travel/destinations-2/spain-new/>cindy.boeckmann@dtservices.travel

Tourist volume	>50000
Number of employees	101 - 250
Type of tourism	Active / soft adventure,Sun and Beach tourism,City trips,Culture, history and art,Wellness / health,Meetings, Incentives, Conferences and Events (MICE),Round tours
Special target groups	Young people,Families with children,Business people
Destinations offered	

Sustainability coordinator

Cindy Böckmann

cindy.boeckmann@dtservices.travel

3. Introduction

Go Vacation Spain SLU is a B2B incoming agency within the DERTOUR Group, delivering destination services to both in-house tour operators and third-party clients worldwide. With many years of experience in destination management, we specialise in accommodation services, transfers, local excursions, and the organisation of special events. Our operations are driven by innovation and adaptability within the tourism sector, supported by dedicated local destination management teams and coordinated from our headquarters in Palma de Mallorca.

DERTOUR Services SLU operates as the holding company for the Mediterranean Destination Management Companies (DMCs) within the DERTOUR Group. The company works exclusively with its member DMCs and does not engage external partners or suppliers. It oversees and supports DMC operations across Austria, Bulgaria, Portugal, Dubai, Egypt, Greece, Spain, Tunisia, and Turkey, ensuring strategic alignment and operational consistency throughout the region.

4. Mission statement & policy

4.1 Mission statement

Vision & Mission

Central to our international vision and mission is a resounding belief in the power of the people at DERTOUR Group. It is the outstanding competence, knowledge, and passion of around 13,000 employees worldwide that shapes extraordinary travel experiences and makes our guests' dreams come true. Together, we are the **Trusted Travel Team**.

Our Vision

Unveiling the beauty of the world.

At DERTOUR Group the beauty and diversity of this world are of utmost value. Our planet is a sensory feast, a display of nature's incredible diversity and the beauty that lies within human culture, art, and tradition. We want to help our guests explore, learn and grow by travelling with us – showing them all the beautiful sides the world beholds.

Our Mission

We are travellers and create the extraordinary, turning travel experiences into lasting memories.

Travel is our DNA; it is what we are most passionate about. It is this passion that drives us to inspire our guests. It is our daily ambition to create travel experiences that stand out – allowing each guest to bring back home lasting memories.

Our Values

DRIVE

Showing energy, passion and determination. Approaching every task with enthusiasm.

ENGAGE

Creating a great working environment in which everyone can feel they have a positive contribution to make.

RESPECT

Taking advantage of different perspectives and respecting differences among team members, customers and partners.

[Corporate Culture at DERTOUR Group](#)

4.2 Policy

Go Vacation Spain and DERTOUR Services are committed to operating in an environmentally responsible and sustainable manner. We comply with all applicable environmental laws and regulations and work continuously to reduce the environmental impacts of our activities. In alignment with the Spanish Environmental Policy and in cooperation with Travelife, we strive for ongoing improvement and engage our employees and partners in responsible practices.

Our key principles include conserving energy and natural resources, encouraging sustainable mobility, reducing and recycling waste, minimising hazardous materials, adopting green procurement standards, providing environmental awareness training to all employees, and regularly reviewing and reducing our operational impacts.

As a travel company working closely with consumers, guides, agencies, hotels, transport providers, restaurants, and attractions, we recognize our influence on the tourism sector. We are committed to promoting sustainable practices within our operations and encouraging partners and clients to do the same. Our sustainability approach is structured around ten themes, each supported by specific principles and actions detailed in a separate document.

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26

6. Detailed overview

0. Company characteristics

10

Contact details

1

Action			Details
0.1. Sustainability coordinator	✓	✓	Cindy Böckmann Cindy.Boeckmann@dtservices.travel 671607302

Organization structure

1

Action			Details
0.2. Awards	✓	—	DERTOUR Grup signed The Code against sexual exploitation of children. This applies to all DERTOUR Group entities and DERTOUR Group DMC. Greenhouse gas emission inventory for the year 2021 of the Balearic offices according to the standard of the Balearic Decree, ONLY APPLICABLE TO GO VACATION SPAIN SLU, AS DERTOUR Services SLU does not reach the minimum employment limit (18 actual 46 of 1400432006 Dec 25) and requires cooperation with guidance for validating and verifying greenhouse gas declarations. Guide to the Scope 1+2 Carbon Footprint Calculator by 2020 organisations designed to calculate greenhouse gas (GHG) emissions, following Decree 48/2021 of 13 December, regulating the Balearic carbon footprint register.

--	--	--	--

Brands, products, and/or services

6

Action			Details
0.3. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator, Travel agency (corporate), Online Travel Agents (OTA's), MICE
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.			
0.5. Passenger number Estimate the number of passengers your company accommodates annually			>50000
0.6. Tourism types			Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Wellness / health, Meetings, Incentives, Conferences and Events (MICE), Round tours
0.7. Target groups			Young people, Families with children, Business people

0.8. Destinations	✓	✓	

Personnel

1

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

Public communication

1

Action			Details
0.10. Brands under Travelife scope	✓	✓	

Engagement of company

3

Page 14/202

Vision & Mission Statement

As part of the DERTOUR Group, Go Vacation Spain's Mission Statement is based on a shared vision, purpose, values, and principles.

2024:

OUR VISION

We are a worldwide, leading network of destination management companies. We benefit from having individual solid businesses as well as being able to collaborate across the wider group.

OUR MISSION

We make a difference by working together, and helping our customers' holiday dreams come true.

Together, we ensure that every holiday is *THE* holiday. The way we treat each other, our customers, and our partners, as well as the way we are always there for them, makes us unique – all, while embracing our responsibility for the environment and societies we operate in.

OUR VALUES energy, passion, and determination. Approaching every task with enthusiasm. Creating a great working environment in which everyone can feel they have a positive contribution to make. Taking advantage of different perspectives and respecting differences among team members, customers, and partners.

OUR PRINCIPLES Things happen by personally taking responsibility for our work, looking for the best solutions, making informed decisions, and doing things to the highest possible standards. We put the customer at the center of everything we do; with a wide range of products and destinations, the most efficient processes and attention to detail, and an obsession with creating an effortless customer experience that leads to outstanding levels of customer satisfaction. We are willing to change and take risks to improve the customer experience and achieve better financial results. We seek ways to transform the

way we operate and are happy to disrupt the status quo to improve. We rely on innovative, enthusiastic, and open collaboration within the group and with our partners. We only make promises we intend to keep. We uphold the highest standards of corporate behavior, ensuring compliance at all times. We act ethically and sustainably to ensure we and our partners protect the interests of society and the environment.

OUR RESPONSIBILITY

As a travel company, DERTOUR Group with its Destination Management Company Network (including Go Vacation Spain and DERTOUR Services SLU) is aware of its responsibility towards host countries, their cultures, and its customers, partners, employees, and society. Corporate governance geared to responsible and long-term value creation is therefore the basis for DERTOUR's commitment to sustainability. DERTOUR Group aims to uphold the very highest standards of corporate conduct and ensures compliance with them at all times. It acts ethically and sustainably to ensure that it and its partners protect the interests of society and the environment. Apart from economic criteria, business ethics, compliance with human rights and labour standards, protection of the environment, and animal welfare are key criteria we apply in selecting our business partners and assessing new and existing business relationships. The Supplier [Code of Conduct](#) applies to all regions of the world where DERTOUR Group operates. We expect all our business partners and their employees to ensure compliance with these requirements. The fields of action in which we assume responsibility and develop appropriate measures include:

Ensuring customers awareness Promoting animal welfare Protecting children
Protecting the environment Providing a fair working environment and
employing qualified staff Providing economic benefits to local communities
Respectful in encounters with local traditions Social commitment
(e.g. [DERTOUR Foundation](#))

2026

Vision & Mission

Central to our international vision and mission is a resounding belief in the power of the people at DERTOUR Group. It is the outstanding competence, knowledge, and passion of around

13,000 employees worldwide that shapes extraordinary travel experiences and makes our guests' dreams come true. Together, we are the **Trusted Travel Team**.

Our Vision Unveiling the beauty of the world.

At DERTOUR Group the beauty and diversity of this world are of utmost value. Our planet is a sensory feast, a display of nature's incredible diversity and the beauty that lies within human culture, art, and tradition. We want to help our guests explore, learn and grow by travelling with us – showing them all the beautiful sides the world beholds.

Our Mission We are travellers and create the extraordinary, turning travel experiences into lasting memories.

Travel is our DNA; it is what we are most passionate about. It is this passion that drives us to inspire our guests. It is our daily ambition to create travel experiences that stand out – allowing each guest to bring back home lasting memories.

Our Values DRIVE

Showing energy, passion and determination. Approaching every task with enthusiasm.

ENGAGE

Creating a great working environment in which everyone can feel they have a positive contribution to make.

RESPECT

Taking advantage of different perspectives and respecting differences among team members, customers and partners.

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.	✓	✓	2024 Coverage of specific requirements according to departments, escalate actions, implement monthly follow-up meetings, etc. Active communication between the Sustainability Coordinator and the high to medium management (Destination Managers, Managers, and Heads of departments) is conducted regularly at Management Meetings. There's no Green Team, however, the implication of the following person/s is/are in line with the definition of such a team: Manager, Break-Through (Management Contracting Department) Destination M&A Activities Spain Product Manager, <i>Maria Sampedro</i>: Supervision of Excursions & Activities and support with Guides & Reps. HR Department IT Department
			2026 No change. Company learning monitor No workshop information for this company PDF BOECKMANN CINDY TRAVELIFE SUSTAINABILITY MANAGER.pdf PDF CINDY BOECKMANN 21.07.21 travelife tour operation and sustainability.pdf PDF BOECKMANN CINDY SUSTAINABILITY MANAGEMENT.pdf

Social cooperation



Action		Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	 	2024 Nomination for the CAEB PYMES SALUDABLES (Balearic Islands): https://www.caeb.es/caeb-y-sanitas-distinguen-a-la-clinica-vila-parc-y-la-agencia-de-publicidad-metro-markets-palma-en-la-iii-edicion-de-los-premios-pyme-saludable/ Applied for Travel4Impact Collaboration with Inhouse Tour Operator Companies: DT-DE, Apollo, and Helvetic (for instance) holding support and informative meetings Actively engaged with the <i>Turismo de Canarias</i> channels. DERTOUR/Inhouse initiative ECPAT APRIL 2025 Canary Islands' Patronage is creating a work group for all companies that participate in the Canary Island stand at the main tourism fairs (WTM, ITB, etc.), which we are part of. This is still in progress. It is planned that all companies that are available with boxes at the canary island stand are 0% CO2. 2025/2026 PLANETERRA: https://planeterra.org/ Collaboration to strengthen community tourism. Pilot project in Gran Canaria (see attachment). 2026

REGNEXT: REGNEXT aims to accelerate nature restoration in the Canary Islands through a public-private model aligned with the EU Nature Restoration Law, improving environmental impact, community benefits and tourism's long-term resilience. DERTOUR is part of this working group in an advisory role, we are one of many advisory voices at the table, including some of our business competitors.

https://www.linkedin.com/posts/promotur-turismo-canarias-s-a-_regnext-itbberlin2026-activity-7435278823845281793-ioxD?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAAD8rhr8B_6fT9MAzzFhluKl2FSPBofLeANk

The CSR Coordinator is part of the advisory team to the advisor role at REGNEXT, representing DERTOUR Group.



Travel4Impact Network_ Application Form confirmation_evaluation.pdf



FW_ Webinario sobre sostenibilidad 29.10.21.pdf



TRAVEL4IMPACT NETWORK 2022 20.07.22 SUB.pdf



Travel4Impact_denied_2022.pdf



1.4 Candidatura_PremiosPYMESALUDABLE2023.pdf



1.4 Convocatoria III Premios PYME SALUDABLE 2023v2.pdf



1.4 CAEB 2023Escaleta_Premios PYME SALUDABLE.pdf



1.4 CAEB 2023 RE_ Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE_.pdf



1.4 CAEB 2023 Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE PPT..pdf

		PDF 1.4 CAEB 2023 Candidatura finalista a los III Premios CAEB SANITAS _PYME SALUDABLE_.pdf PDF 1.4 CAEB 20230324 REUNIÓN JURADO PREMIOS PYME SALUDABLE.pdf PDF 1.4. 2026 PLANETERRA20260217_Planeterra_Project Alignment.pdf PDF 1.6. 2026 IC_REGNEXT_ITB_BERLIN_20261.pdf PDF 1.6. 2026 RE_ Invitation _ Canary Islands Regenerative Tourism Alliance Commission.pdf
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) .	✓ —	2024 Helvetic Tours /Kuoni CH: Regular exchange with Corporate Responsibility Coordinator Nicole Strassner Apollo: Exchange with Johan Mägi (Commercial Development Director/Deputy Commercial Director) and Linda (Regional manager Gran Canaria) DERTOUR GmbH: Regular exchange with Lisa Jansen, DMC Projects DER Touristik Group Turismo de Canarias: Canary Islands' tourism council holds webinars regularly, which are attended at your convenience and informed by email newsletter: https://www.grancanaria.com/turismo/es/area-profesional/gran-canaria-destino-turistico-sostenible/ https://dertouristik-dmc.com/news/ website news for al DERTOUR FOUNDATION: Regular exchange, especially due to mutual projects (Planeterra) DERTOUR UK: Regular exchange with Claire Ross takes place due to DERTOUR UK's involvement in the Canary Islands Regenerative Tourism Alliance Commission as a part of the advisory council. Kinderschutz-Workshops auf Mallorca 2024: https://www.driv.de/themen/nachhaltigkeit/kinderschutz/driv-workshop-on-child-protection-kopie-1.html + https://www.youtube.com/watch?v=0Wkb7tU0v_g 2025/2026

III Foro Turismo e Infancia: the 3rd Tourism and Children's Rights Forum (International Conference on the Protection of the Rights of Children and Young People in the Tourism Sector) organised by fapmi-ECPAT Spain in collaboration with RIU Hotels & Resorts and with funding from the Ministry of Foreign Affairs, the European Union and Cooperation. The forum will be opened by Rosario Sánchez, the Spanish Government's Secretary of State for Tourism. During the afternoon session, we will develop child and adolescent protection protocols tailored to different sectors and contexts within the tourism industry.

https://www.linkedin.com/posts/riu-hotels-resorts_asyoulikeit-proudlycommitted-activity-7401996537599287296-OWXQ?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAAD8rhr8B_6fT9MAzzFhluKl2FSPBofLeANk

The meeting was organised to address, rigorously and practically, the risks of violence and sexual exploitation against children and young people associated with travel and tourism. The movement of people, the transient nature and short duration of stays, the mix of people of different ages and backgrounds, and the relaxed and fun atmosphere are all characteristics of holidays and travel which, unfortunately, also facilitate such abuses. During the workshop, several activities took place, including a roundtable discussion, best-practice activities and exchanges, as well as a practical simulation of several situations and a call-to-action brainstorming session. In attendance for Go Vacation Spain were Claudia Klinger (Guides and reps Manager) and Cindy Boeckmann (Sustainability Coordinator), who can be seen in the pictures taken at the meeting.

For more information about fapmi-ECPAT España consult:

<https://www.linkedin.com/company/fapmi-ecpat-espa%C3%B1a/posts/?feedView=all>
[ECPAT International](#) [fapmi-ECPAT España](#) [Fundación RANA](#) [UNICEF Spain](#)



1.5 RE_ Helvetic Tours TourCert re_certification _ sustainable tourism topics _ follow

		up _ Studienreise 2023.pdf  1.5 Helvetic TourCert WA Workshop intern _ extern.pdf  1.5 Helvetic Tours TourCert re_certification _ sustainable tourism topics in Mallorca and Ibiza _ workshop preparation.pdf  1.5 RE_ Sustainability initiative TFS APOLLO.pdf  1.5 2023_01_25 16_20_15_Inbox _ Cindy.Boeckmann@dtsservices.travel _ Outlook.png  1.5 Programa III FORO TURISMO INFANCIA.pdf	
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).		2024 DERTOUR Foundation is supporting charitable projects as part of the DERTOUR Group. Guests can visit these projects on excursions and can donate online. Since 2014, we've shown lasting commitment to less-developed tourist destinations through the DERTOUR Foundation by giving children in remote areas the chance to go to school affording young people with the opportunity of vocational training promoting women and supporting animal welfare and nature conservation At the DMC level, Maria Sampredro (Excursion & Activities Product Manager) is evaluating several options in assessment with the Destination Management Board and local Excursion Departments at each Destination (see action plan), however, donations even if collected by the DMC, are always handled through the DERTOUR Group Foundation, and not on DMC level. i.e.:	

		Donation from DMC Spain to the DERTOUR Foundation in June 2023 (see attachment). Fundraising for local cat villages in April 2024 (see attachment)
		2025 - 2026
		Planeterra has received founding from the DERTOUR Foundation. No funding has taken place from Go Vacation Spain SLU.
		The role of Excursion & Activities Spain Product Manager is no longer available at the national level. Thus, the initiative Research by Excursion & Activities Spain Product Manager has also stopped.
		 1.6 Añadir acciones de sostenibilidad a excursiones.pdf
		 1.6. DONATIONS 28.06.23.pdf
		 1.6 Fundraising campaign at DERTOUR DMC Spain – DER Touristik DMC.pdf

Baseline assessment



Action			Details
1.7. Overview partners/suppliers			2024

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.

By 2024 the new Supplier Code of Conduct will be implemented and a part of all DERTOUR contracts as a REWE goal.

Hotel suppliers DERTOUR Germany purchase (63% of business):

The group hotel contracting of DERTOUR DMC GmbH included GSTC certification as a mandatory part of their Guarantee- and advanced payment contracts.

DERTOUR Hotels & Resorts (DTHR) did the same in the following hotel contract types:

Franchise Agreements Cooperations & Marketing Services Agreements Managed & Pacht & owned Hotels

The SCoC 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.

Suppliers of DMC Spain: 3rd Party business is estimated at 11% (Go Vacation Spain SLU)

There's still no system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.

Suppliers DMC Spain (DERTOUR Services SLU): DERTOUR Services SLU has no external partners or suppliers. As a Holding company of the Mediterranean DMCs, it conducts business for the member DMCs: Austria, Bulgaria, Portugal, Dubai, Egypt, Greece, Spain, Tunisia, and Turkey.

2026

Suppliers of Go Vacation Spain (DMC): 3rd Party business is estimated at 11% (Go Vacation Spain SLU)

			There's still no system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly. Suppliers DERTOUR Services SLU: DERTOUR Services SLU has no external partners or suppliers. As a Holding company of the Mediterranean DMCs, it conducts business for the member DMCs: Austria, Bulgaria, Portugal, Dubai, Egypt, Greece, Spain, Tunisia, and Turkey. DERTOUR Group: The management had set an ambitious sustainability goal for 2025: 25% of core portfolio hotels should be certified with “engage”. Almost 36% has been achieved: By revenue: 1 Spain, 2 Germany, 3 Greece, 4 Turkey, 5 Portugal By total number of certifications: 1 Turkey, 2 Spain, 3 Greece, 4 Maldives, 5 Egypt.  1.7 SUPPLIER.PROVIDER ASSESSMENT.xlsx  DERTOUR STRUCTURE.png  1.7. 2026 Newsletter _ Sustainable Product Management.pdf
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).	✓	✓	2024 No internal system for a baseline assessment exists, however, the complete PLANNING&REPORTING tool requirements are answered in a trustworthy manner, separating wherever possible all answers which might need evaluation due to the multiple Group Companies involved: DERTOUR Group (80%) Schland: Main stakeholder Apollo: Nordic Group stakeholder

			DTS-CEXAM, Fischer, Eggen, Kopp & Stokke for the DERTOUR Group Third-Party business (11%) DERTOUR Group Services SLU: Holding company
			2026
			No change.
			 Sustainability_report__GO VACATION SPAIN SLU_12_06_2024.pdf

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.			Go Vacation has one mainstream policy 2024 See enclosed, no policy update since 2024. 2026  GO_VACATION_SPAIN_SUSTAINABILITY__policy_25.06.24.pdf  GO_VACATION_SPAIN_SUSTAINABILITY_POLICY_ 23.06.26.pdf
1.10. Communication			2024

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 report, policy, and action plan are available to all employees, suppliers and general public via the corporate website https://dtservices.travel/sustainability/ The Sustainability Coordinator also informs about milestones and general Best Practices via LinkedIn. 2026 Copilot Agent Go Aware went live on 12.03.26 for all Go Vacation Spain employees. At Go Aware, you can consult and ask questions about: Our sustainability policy Our action plan Our Travelife Partner report Recycling guidelines Sustainable purchasing policy Energy reduction list Where DERTOUR Spain stands at European level about SDGs And much more Suppliers and the general public still have access via the company's corporate website(s), LinkedIn, and other channels.  linked in post.png  Go Aware _ DERTOUR Group España.pdf  GO AWARE.png
--	--

Action plan



Action			Details
1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓	✓	2024 Our action plan is based on the Action Plan Tool provided by Travelife. The latest version is enclosed and can be found on our website as well: https://dtservices.travel/sustainability/ (see tab: actions to become more sustainable: Sustainability Action Plan Spain) 2026 No changes.  action_plan_21.06.24.pdf  GO_VACATION_SPAIN_ACTION_PLAN_06.07.26.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.	✓	✓	2024 Staff involvement is provided by communication mainly through Orange HMR (national intranet) communications at Orange Buzz, onsite meetings and chats, as well as email correspondences. All departments hold separate bi-weekly to monthly meetings. As a whole, Go Vacation Spain SLU, DERTOUR Group Services SLU, and other administrative branches that are not eligible for Travelife, hold two yearly events: Christmas Dinner and Spring/Autumn Get Together.

2026

Staff involvement is provided by newsletters mainly via email, intranet (CoCo) and HR platform Bizneo.

Sustainability topics and progress of the sustainability action plan is part of leadership meeting agendas Actions are delegated to different departments (e.g., waste disposal to operations, green funding to finance, communications to marketing, etc.)

-  1.12 2023_02_09 13_35_13_OrangeHRM.png
-  1.12 2023_02_09 13_31_19_.png
-  1.12 2023_02_09 13_31_58_.png
-  1.12 2023_02_09 13_32_42_Notas rápidas.png
-  1.12 2023_02_09 13_33_18_Notas rápidas.png
-  1.12 2023_02_09 13_34_04_Notas rápidas.png
-  1.12 2023_02_09 13_34_31_Notas rápidas.png
-  1.12 2023_02_09 13_34_50_OrangeHRM.png
-  1.12 Curso de Reciclaje.pdf
-  1.12 teambuildings Eventos en la oficina.pdf
-  1.12 RE_ Eventos en la oficina.pdf
- 

				1.12 Eventos en la oficina.pdf
				1.12 Invitación_ International Town Hall _Junio 11, 2026_.pdf
				1.12 Mensaje del director ejecutivo Christoph Debus_TOWNHALL 1.12.pdf
				1.12 Invitación Town Hall Internacional Abril 2025 _ DERTOUR Group Live.pdf
				1.12 DERTOUR Group Live _ international Townhall 2024.pdf

Monitoring and evaluation

2

Action			Details
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.			2024 Usage of Travelife Action Plan tool: to indicate when/if an action has been completed. At any given moment, you can produce an overview that indicates the progress compared to the original planning. Based on this, you can adjust and/or update your planning To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, occur at departmental meetings, attended by the Responsible Managers that help set updated actions. To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, are communicated monthly through internal newsletters to our company colleagues as well as our national intranet. Monitor via one-on-one interviews and feedback 2026

		Travelife Action Plan tool: to indicate when/if an action has been completed. At any given moment, you can produce an overview that indicates the progress compared to the original planning. Based on this, you can adjust and/or update your planning PLEASE CHECK 1.13 OUTLOOK MEETING SCHEDULE EXPORTED.xlsx file enclosed: To ensure effective implementation of the policy, reporting on initiatives and general updates, when relevant, occurs at departmental meetings, attended by the Responsible Managers, who help set updated actions. One-on-one meetings and feedback with the CSR Coordinator and the responsible head of departments. 1.13 OUTLOOK MEETING SCHEDULE EXPORTED.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.	✓ —	2024 Updates (preferably) are sent through our own national Intranet (TheHub España), via email, and DERTOUR Group Intranet, Compass (internationally). Some information is posted through our HR management tool Orange HMR, which might be substituted through an integrated SharePoint tool to be available through our national intranet. 2026 Staff communication is provided by newsletters mainly via email, intranet (CoCo) and HR platform Bizneo. (See 1.12) Copilot Agent Go Aware went live on 12.03.26 for all GV Spain employees. At Go

		Aware, you can consult and ask questions about: Our sustainability policy Our action plan Our Travelife Partner report Recycling guidelines Sustainable purchasing policy Energy reduction list Where DERTOUR Spain stands at European level about SDGs And much more  PDF Group V_M_CEO Brief_dt.pdf  PNG 1.14 2022_12_29 17_14_13_OrangeHRM.png  PNG 1.14 2022_12_29 17_14_54_OrangeHRM.png  PNG 1.14 2022_12_29 17_16_01_OrangeHRM.png  PDF 1.14 Sostenibilidad_ RSC DER TOURISTIK España.pdf  PDF 1.14. 2026 Sustainability at our DMCs.pdf  PNG 1.14. 2026 bizneo 2.2. 2026_03_09_11h40_03.png  PNG 1.14. 2026 bizneo 1.2 2026_03_09_11h41_04.png  PDF 1.14. 2026 _Group_ Corporate Responsibility _ Home.pdf  PDF Go Aware _ DERTOUR Group España.pdf  PNG GO AWARE.png
--	--	---

External reporting and communication

Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	2024 Go Vacation Spain SLU acquired partner status on 09.07.24. 2026  Sustainability_report_GO VACATION SPAIN SLU_12_06_2024.pdf  Sustainability_report_Travelife Partner_GO VACATION SPAIN SLU_06_07_2026.pdf
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.	✓	✓	2024 RSC Policy, Report, and Action Plan have been made public on our website: https://dtservices.travel/sustainability/ 2026 No changes: RSC Policy, Report, and Action Plan have been made public on our website: https://dtservices.travel/sustainability/  1.16 dtservices.travel website Newsfeed.pdf  linked in post.png

2. Internal management: social policy & human rights

22

Social policy and human rights

19

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			2024 Go Vacation Spain complies with freedom of association. We do not hinder trade union membership. Staff membership is not known or requested by employment since it is a non-compulsory factor. Currently, we are in cooperation with SPV (<i>Sindicato Profesional de Viajes</i>) 2026 The Canary Islands are currently collaborating with the trade union Valorian. Theres representation on behalf of the company at the offices in Gran Canaria, Tenerife, and Fuerteventura and a trade union representative of Valorian on every island.  2.1 certificado representatividad Go Vacation.pdf
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).			2024 Two labour agreements exist in Spain:

General Labour Agreement encompasses the rights of every employee/worker indifferent to the workplace. Collective labour agreement for Travel Agencies:
Dated 2025.

Go Vacation Spain is a member of [AVIBA](#) (*Agrupación Empresarial de Agencias de Viajes de Baleares*) a corporation of companies in the Balearic tourism sector. It includes all travel agencies that believe in corporatism and that seek, through this union, to protect their general interests before all the centres of decision and power:

AVIBA promotes and defends the business interests of travel agencies. AVIBA maintains relations with public and private organizations and entities. AVIBA acts as a channel and ensures that the voice of travel agencies is heard. AVIBA attends to the needs that may arise at the start of company activity (process registration, opening permits, etc.), or throughout a professional career, and guarantees a useful and efficient service. AVIBA defends travel agencies' interests before the institutions of the Balearic Islands (Town Councils, Councils, and the Government) through active participation in the convened working committees. AVIBA ensures solidarity among AVIBA members, defend professional ethics, and professional interests, and works to prevent intrusion. We keep our members permanently informed on issues related to the tourism industry.

Go Vacation Spain does not participate in collective negotiations but complies with all collective labour agreements.

2026

No change.



CONVENIO 2023.pdf



BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf



2.1. 2025 Convenio Colectivo Laboral para el Sector de las Agencias de Viajes.pdf

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).	✓	✓	2024 Go Vacation Spain contracts include the following clause: <i>7. El trabajador que una vez superado el periodo de prueba, desee cesar voluntariamente en la empresa, vendrá obligado a comunicarlo por escrito con una antelación mínima de 30 días naturales (Trab. Cualificados) y de 15 días naturales (Trab. No cualificados).</i> <i>7. Employees who, once the probationary period has expired, wish to voluntarily leave the company, shall be obliged to give at least 30 calendar days' notice in writing (Qualified Employees) and 15 calendar days' notice (Unqualified Employees).</i> There has been no change in regard to employee contract templates nor to clause 7. 2026 No change to 2021 contract uploaded.  contrato muestra _CB_.pdf
2.4. HR Policy The company has a written Human Resource policy.	✓	—	2024 HR Platform Orange HMR: https://www.orangehrm.com/ There exists no complete binder of the company's HR policy. We have been working on digitalising most, if not all, of its parts through our HR application Orange HMR. Thus, aspects like training of staff, data protection, harassment protocols, etc., have already been digitalised with a compulsory read receipt. Also, internal communications are handled through Orange HMR. Different topics can be found in our template contract in other sections; thus, alcohol and drug use is handled in clause 11; confidentiality in clause 10; use of the organisation's material in clause 15, etc. Career development opportunities are cascaded from our HR staff via email, first internally and afterwards through external recruitment. HR also disposes of so-

called "DPTs =Descripción de puesto de trabajo" - Job descriptions" which include a full description, work functions, performance indicators, professional profile, and other relevant relations with internal or external departments.

2026

All Human Resources relevant topics can be found through our company HR Software [Bizneo](#).

Thus, aspects like training of staff, data protection, harassment protocols, etc. have already been digitalized with a compulsory read receipt. Internal communications are handled through Bizneo.

Other sections of the template contract cover different topics. Thus, alcohol and drug use are handled in clause 11, confidentiality in clause 10, and use of the organization's material in clause 15, etc.

Career development opportunities are published both in Bizneo as well as on the company job website: <https://www.dertour-jobs.com/en/home/>

HR department introduced "Conexión Dertour Spain" podcast with the aim of staying more connected, sharing relevant information and bringing employees a little closer together in our day-to-day work as a team. Episodes air once a month.



BIZNEO DOCUMENTS FOR EMPLOYEES.png



2.4 IMPORTANTE_ _BIZNEO_ NUEVA PLATAFORMA DE FICHAJES_SOLICITUD DE PERMISOS __ IMPORTANT_ 'BIZNEO' NEW PLATFORM FOR CLOCKING IN_APPLYING FOR LEAVE REQUESTS.pdf



2.4.png



2.4 MANUAL BIZNEO.pdf

			 2.4 MANUAL BIZNEO _ ENGLISH.pdf  GVS PODCAST 2.4.png
2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	✓	2024 All company employment contracts include labour conditions. Job descriptions, however, are shared since recruitment, which means that as soon as personal interviews are held, recruits are informed about their job description. As a template, the report called "DPT"(Descripción de Puesto de Trabajo = Job description) is used. These templates can be adapted according to the specific needs of the company. 2026 No change.  DPT _ PERSONAL ASSISTANT _ SUSTAINABILITY COORDINATOR _ CRISIS MANAGEMENT.pdf  contrato muestra _CB_.pdf
2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	2024 In standard contracts, the salary/wage is mentioned. The mentioned living wage is above the legal minimum defined by Spanish Law for all DMC employees. <i>Clause 17. El trabajador percibirá el salario establecido de acuerdo a su categoría profesional reconocida, correspondiente al convenio colectivo aplicable vigente. En el supuesto, que de común acuerdo con la empresa, se establezca un salario superior al establecido en convenio</i>

			<i>colectivo, ya sea mediante conceptos fijos o conceptos variables, la adquisición, mantenimiento o pérdida de dichos conceptos, vendrá determinado y condicionado al régimen Disciplinario Laboral y tendrá consideración de absorbible.</i> <i>Translation:</i> <i>17. The worker shall receive the salary established in accordance with their recognised professional category, corresponding to the applicable collective bargaining agreement in force. In the event that, by agreement with the company, a salary higher than that established in the collective bargaining agreement is established, either by means of fixed or variable concepts, the acquisition, maintenance or loss of said concepts shall be determined and conditioned by the Disciplinary Disciplinary regime, maintenance or loss of said concepts shall be determined and conditioned by the Labour Disciplinary regime and shall be considered absorbable.</i> 2026 No change.  contrato muestra _CB_.pdf
2.7. 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.	✓	✓	2024 There is no specific clause in our standard contracts in regard to overtime. Overtime is usually registered either by Orange HMR Time Tracking or in accordance with department heads which do supervise their corresponding departments. Oftentimes, overtime can be given back “immediately” (if during normal business hours) as a leave. If overtime occurs off business hours or is just too high to grant an equal times leave, department heads inform Head Office (General Management and HR) to kindly note the overtime and pay the corresponding part in the coming monthly paycheck. 2026

There is no specific clause in our standard contracts regarding overtime. Time is tracked via Bizneo, and it's primordial that overtime does not occur. If overtime were to occur, it is agreed that the time is returned in that same year, either as the employee wishes to, or when workflow permits it.

Bizneo HR's overtime feature is a comprehensive module within its Time and Attendance suite designed to track, manage, and compensate extra time worked. It allows administrators to set flexible, minute-based tracking rules and automate approval workflows. Key capabilities of the overtime feature include:

Flexible Compensation: Employers can choose to compensate extra hours through direct payroll incidents (bonuses), hour banks, or additional paid time off/vacation days. **Custom Limits & Thresholds:** You can set customizable limits, grace periods, and surcharges for special scenarios like night shifts or holidays. **Automated Approval Flows:** Overtime requests or accumulated extra time route through automated, tiered workflows for manager review. **Conflict Alerts:** The system prevents unmanageable overwork by automatically flagging incompatibilities or violations of a collective labor agreement (e.g., exceeding weekly limits or missing mandatory rest periods)

With regard to overtime communication to staff, we are unable to provide written proof, as these matters are usually dealt with by the HR Director during his monthly meeting with the DMs. Overtime is compensated monthly; please find examples attached. This amount has been calculated in accordance with the provisions of the Travel Agents' Agreement: overtime and work performed due to force majeure shall be remunerated at a rate of 80 per cent above the rate applicable to each ordinary hour.



2.7 time sheet.png



2.7. overtime 3.png



2.7 2026_06_22_16h27_09.png

Page 43/202

			No changes. Find updated file enclosed.  FREMAP CertAT00000714245 GVS.pdf  2.9 _ 2.11 accidentes convenio 80842255_2026_GVS.pdf
2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements).	✓	✓	2024 As mentioned in the Collective Labour Agreement, employees have the right to take a total of 22 workdays (30 calendar days) of leave annually which is also stated in our standard contracts under the sixth clause. 2026 No change.  contrato muestra _CB_.pdf
2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	✓	—	2024 Employees are entitled to sick leave in line with national legal requirements. According to law, long-term sick leaves must be documented with a medical report issued by the Social Security Department, stating the employee's details; starting, revision, or ending time of the sick leave and must be updated as stated in the document. Payment is covered by our Insurance Company Fremap. 2026

			No change.  2.11 CertAT00000714245 GVS EXP 31.01.25.pdf	
2.12. 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.	✓	✓	As required by national Law, Go Vacation Spain has a health and safety; and crisis management policy for employees, which complies with legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff are available at all relevant locations. 2024 2026 No change.  2.12 ORGANIZACIÓN Y NORMAS DE ACTUACIÓN EN CASO DE EMERGENCIA.pdf  2.12 Brigada de emergencia Oficinas general.pdf  2.12 Acta Simulacro de emergencia 27.10.2022.pdf  2.12 Protocolo de atraco, robo y agresiones para la Centros de trabajo.pdf  2.15 ACTA SIMULACRO DE EMERGENCIAS Y EVACUACIÓN 2025.10.30 PMI_HO.pdf  2.15 PROTOCOLO DE ATRACO ROBO Y AGRESIONES.pdf  2.15 MEDIDAS DE EMERGENCIA.pdf	

			 2.15 BRIGADA DE EMERGENCIAS HO_PMI.pdf
2.13. 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.	✓	✓	2024 As per Spanish Law, Go Vacation Spain has an Equality Plan in force (<i>Plan de Igualdad</i>) which is mandatory for all companies in Spain with more than 25 employees. Equal opportunities are one out of several topics addressed in the Plan, please see attachment. 2026 Equal opportunities are one of several topics addressed in the compulsory Equality Plan. The plan expires on 20.07.2026. A valid will be enclosed as soon as it is available.  2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf
2.14. 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.	✓	✓	2024 The DMC does not employ children and complies with international law. This is valid for Go Vacation Spain and all other DERTOUR Group DMCs. 2026 No change.

2.15. 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.		2024 Upon employment, each employee gets access to the Orange HMR app, which is our national intranet platform. One of the first steps in the company is the acknowledgement of important instructions and protocols. Formal complaints, such as bullying and harassment, are covered by the mentioned documentation, which also includes a read-receipt. There's also a digital anonymous suggestion box available (only for employees). 2025/2026 Complaints and grievances can be raised anonymously either at the company level via Bizneo or at the Group level through the whistleblower system provided by REWE. All procedures and protocols are explained in Bizneo. Employees also sign the Group's Code of Conduct and receive training by the Compliance Manager and HR. There are also annual work environment surveys made available thorough Bizneo, as well as a suggestion box for all employees. In case of a complaint, HR follows up with the corresponding management team and takes action after consensus. Follow up takes place to ensure that a plausible solution has been found.  2.19 2025_03_31_14h26_05.png  BIZNEO DOCUMENTS FOR EMPLOYEES.png  2.15 Protocolo_de_Actuaci__n_en_caso_de_Acoso_GVS.pdf  2.15 2026 encuesta clima laboral 2026_03_09_12h03_06.png  2.19.png
---	---	--

2.16. 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.	✓ —	2024 Works council or staff representation is not mandatory, as union representation exists. Additionally, as per "Plan de Igualdad" (Equality Plan) there is a commission formed by members of our Head Office and staff members who handle equality issues. Meetings are held during the year, and Minutes are taken. 2026 Works council or staff representation is not mandatory, as union representation exists. However, there is representation through the compulsory Equality Plan which is expiring and updating on 22.07.2026. A valid copy will be enclosed as soon as it is available.  2.13 PLAN DE IGUALDAD FIRMADO S25C_922080415240.pdf  2.15 2026 encuesta clima laboral 2026_03_09_12h03_06.png
2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓ —	2024 In Spain, disciplinary procedures are regulated through the collective labour agreement (attached in 2.2. <i>CAPÍTULO XVII: Infracciones y sanciones // Chapter XVII: Infringements and penalties</i>) 2026 No change.

[illegible]

		 BOE_A_2015_11430_consolidado estatuto de trabajadores.pdf  BOE_A_2015_2604_consolidado.pdf  2.1. 2025 Convenio Colectivo Laboral para el Sector de las Agencias de Viajes.pdf
2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	2024 Work environment surveys have been issued since 2024. The survey will be held annually and will be anonymous for all employees. Follow-up meetings are held with team leaders and Head Office. 2025/2026 Work environment surveys are made available annually via Bizneo. Follow-up meetings are held between the Head of Management and department heads. Two sustainability questions are included: The company operates ethically and responsibly The company is actively committed to environmental conservation. Through Bizneo, a suggestion box is made available to all employees as well. HR works closely with the Business Analyst department when it comes to test related questions. Percentage are calculated and hold against past results. Written assessments are anonymous and confidential. HR collects this data separately and follows up with the corresponding management team (and if necessary, takes action after consensus). Follow up takes place to ensure that a plausible solution has been found with management. Yearly assessment accounts for improvements or lack thereof which would make room for assessing different solutions.

			2027
		(See action plan)	
		 2.19 2025_03_31_14h26_05.png	
		 2.25 2025_03_31_16h38_43.png	
		 2.19. _2_.png	
		 2.19.png	

Training and education

3

Action			Details
2.20. 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).			2024 Quirón Salud is Go Vacation Spain's prevention of risks-at-work training provider. This training is compulsory by entry to our companies. Every risk prevention training is selected depending on the workplace description and department of the employee. Furthermore, we offer, as compulsory by law, a biennial health check adapted to professional needs which are of voluntary nature for staff. Our personal development providers also offers seasonal training in social, cultural, and economic issues. 2026

Quirón Salud is Go Vacation Spain's prevention of risks-at-work training provider. This training is compulsory for entry to our company. Every risk prevention training is selected depending on the workplace description and the department of the employee. Furthermore, we offer, as compulsory by law, a biennial health check adapted to professional needs, which is of a voluntary nature for staff.

As required by national Law, Go Vacation Spain has a health and safety and crisis management policy for employees, which complies with legal standards/best practices. Accidents and incidents are investigated, and corrective measures are taken. First aid kits and trained staff are available at all relevant locations.



Catálogo DKS consulting alumnos.pdf



PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf



PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf



PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf



COMUNICACIÓN ACEPTACIÓN O RENUNCIA RM.doc



BIENVENIDA EMPLEADO NUEVO.docx



2.12 ORGANIZACIÓN Y NORMAS DE ACTUACIÓN EN CASO DE EMERGENCIA.pdf



2.12 Brigada de emergencia Oficinas general.pdf



2.12 Acta Simulacro de emergencia 27.10.2022.pdf



2.12 Protocolo de atraco, robo y agresiones para la Centros de trabajo.pdf

		 2.15 PROTOCOLO DE ATRACO ROBO Y AGRESIONES.pdf  2.15 MEDIDAS DE EMERGENCIA.pdf  2.15 BRIGADA DE EMERGENCIAS HO_PMI.pdf	
2.21. 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.	✓	2024 HR inquires the head of departments yearly regarding personal development opportunities. These assessments are taken into account and handled first. Afterwards, the following personal development opportunities are offered to everyone: - E-learning courses or MOOCs Opportunities to earn professional qualifications - In-house/external training courses and workshops - Attending seminars or conferences - Cross-training your employees to be competent in different aspects of your business (e.g. sales, marketing, operations, etc.). Type of skills/knowledge useful for the tourism industry: - Tourism-specific: destination, tour guiding, languages, product design, etc. - Sustainability: climate change, fauna & flora, sea rising, etc. - Business: digital marketing, management, customer service, finance, IT, etc. There is no average training hours per employee/year, as there are no limits as to how much time can be invested in training. 2026 No change.	

			 Catálogo DKS consulting alumnos.pdf  Coach Triptico LL.pdf  Idiomas Manpower Inglés_Francés.pdf  Excel_Avanzado_8abr_21.pdf  PLATAFORMA ON LINE PRL DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE HABILIDADES DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE MARKETING DER Touristik Gruppe _alumnos_.pdf  PLATAFORMA ON LINE OFIMATICA Manpower _alumnos_ V2013.pdf  BIENVENIDA EMPLEADO NUEVO.docx  2.21. bizneo 2026_03_09_12h20_50.png  2.21 bizneo 2026_03_09_12h19_27.png  2.21 bizneo 2026_03_09_12h20_12.png	
2.22. Trainee positions Traineeships/Internships are offered to students.	✓	—	Go Vacation Spain recruits national students which are usually found through the yearly internship fair held by the University of the Balearic Islands/Canary Islands.	2024

			2026 Since 2024, 2 additional trainee positions have been made available per year; making a total of 5 from the previous 3 slots. 5
--	--	--	--

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).			2024 Since the pandemic, digital signatures have been introduced for almost all our employees. Printing has been reduced to a minimum, and digital data management has been increased considerably. No bottled water wherever feasible. However, we cannot control colleagues who bring their bottles. Employees are encouraged to recycle wherever possible, and signs are available at recycling stations and on the national intranet. Cloud data sharing and further digital enhancements are available. Printer configurations are set on minimum toner use and in black/white by default. Decreasing the use of individual bins gives importance to recycling stations. Internal Management: environment and community relations has its own tab in the national intranet, TheHub España 2026 Since the pandemic, digital signatures have been introduced for almost all our employees. Printing has been reduced to a minimum, and digital data management has been increased considerably. No bottled water wherever feasible. However, we cannot control colleagues who bring their bottles. Employees are encouraged to recycle wherever possible, and signs are available at recycling stations and on the national intranet Cloud data sharing and further digital enhancements are available Printer configurations are set on minimum toner use and in black/white by default. Decreasing the use of individual bins gives importance to recycling stations DESTINATIONS REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES MAINLAND YES

		Please find attached the policies for electronic (IT) and non-electronic (Management) purchasing for this report. They have been updated in 2026.  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY 2026.pdf  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY.pdf  3.1. 3.2. _FIRMADO_ Sustainable purchasing internal management policy non electronic.pdf  3.1 Gestión interna_ medio ambiente y relaciones con la comunidad.pdf  3.1. 3.2. Sustainable purchasing internal management policy non electronic 2026 signed _002_.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.		2024 Purchased material will be used until exhausted and then replaced by material with more sustainable standards. From the management department, the purchase of more sustainable materials is approved, even if it means an increase in expenses, as long as everything already purchased is used up so as not to throw anything away. Office material can only be purchased by the office management clerk in Destination, and electronic devices are solely handled through our IT department. 2026 Purchases are only made by authorised personnel: DESTINATION REPORT AND RESPONSIBLE PERSON IT EQUIPMENT ALL DESTINATIONS YES - ADRIÁN AZORÍN PMI YES - CINDY BOECKMANN IBZ YES - IRA WEERES LPA YES - ANKE KREMMLING TCI YES - KNUT FISCHER FUE YES -

			CINDY STAPENHORST ACE YES - CINDY STAPENHORST MAINLAND YES - MIGUEL GARCÍA Please find attached the policies for electronic (IT) and non-electronic (Management) purchasing for this report. They have been updated in 2026  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY 2026.pdf  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY.pdf  3.1. 3.2. _FIRMADO_ Sustainable purchasing internal management policy non electronic.pdf  3.1. 3.2. Sustainable purchasing internal management policy non electronic 2026 signed _002_.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.	✓	✓	2024 The use of recycled paper is taken into consideration. All destinations use FSC'd or otherwise certified paper (Totally Chlorine Free), Nordic Ecolabel, EU Ecolabel Pictures von label.eu, FSC (A sustainable premium paper for all office machines). Currently, all material is used until the end of the stock to adapt paper-type standards at the highest percentage possible. 2026 More than 90% of office paper use (internal and administrative use) has proven sustainability credentials: DESTINATION REPORT PMI ECOLABEL // FSC // PEFC IBZ ECOLABEL // LPA PEFC TCI ISO 9706 // ISO 9001 // ISO 14001 FUE ACE MAINLAND FSC N004130

			 3.3. ACE.jpg  3.3. fue.jpg  3.3. PMI _1_.jpg  3.3. PMI _2_.jpg  3.3. TCI.jpg  3.3 IBZ.jpg  3.3 LPA.jpg  3.3. AGP.jpeg  3.3. TCI.jpg  3.3. IBZ Papel.jpg  3.3. LPA.jpg  3.3. PMI _1_.jpeg  3.3. PMI _2_.jpeg	
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.	✓	✓		2024

The following are monitored and centralised by our IT department: All printers are set by default to double-sided printing All printers are set to black/white printing. Only specific staff are authorised for coloured printing. 2025 Since 2025, Mainland Spain has had its own office in Málaga. Which means that printers are monitored centrally by the IT department for all offices:	
DESTINATION REPORT PMI YES IBZ YES LPA YES TCI YES FUE YES ACE YES MAINLAND YES Telemetries are enclosed from 2024 on. PDF 3.4 RV_ SOSTENIBILIDAD TONERCLASS _ IMPRESORAS_TÓNER.pdf PDF 3.4 Safety_Data_Sheet_W9060MC.pdf PDF 3.4. SDS_W9061MC.pdf PDF 3.4 HP PLANET PARTNERS.pdf PDF 3.4 W2120X.pdf PDF 3.4 w9050mc.pdf PNG 3.4. 2024.png PNG 3.4. 2025.png PNG 3.4. double sided printing default.png	

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.	✓	✓	2024 The company does not provide coffee or tea to staff. Water is provided (see 3.25), and everyone brings his/her own supply of tea or coffee. When a beverage is purchased for visitors, sustainable options are taken into account (Rainforest Alliance, UTZ, fairtrade, etc.). DESTINATION REPORT ALL N/A 2026 No change.
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	—	2024 As of 2024, all Destinations will be supplied by Mitie (besides LPA which will switch in 2025) https://www.mitie.com/esg/ Mitie does provide all offices with cleaning materials from brooms to disinfectants. 2025 DESTINATION REPORT PMI, IBZ, LPA, TCI, ACE, FUE https://www.mitie.com/esg/ UNE-EN.ISO 9001, UNE-EN-ISO 14001, ISO45001 MAINLAND

		https://esselent.es/ ISO 9001 Certification Certificado ISO 14001
		2026 No change.  3.6 material pmi _1_.jpeg  3.6 material pmi _2_.jpeg  3.6 material pmi _3_.jpeg

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).			2024 No promotional material is printed. It is provided by DERTOUR Group or other in-house or third-party TOs. Additionally, most in-house TO brochures are digital and accessed through QR codes. 2026

			No change.  3.7. QR _1_.jpeg  3.7. QR _2_.jpeg
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).	✓	✓	2024 No promotional material is printed. It is provided by DERTOUR Group or other in-house or third-party TOs. Additionally, most in-house TO brochures are digital and accessed through QR codes. 2026 No change.  Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf  3.7. QR _1_.jpeg  3.7. QR _2_.jpeg
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	✓	2024 No promotional material is printed. It is provided by DERTOUR Group or other in-house or third-party TOs.

		Additionally, most in-house TO brochures are digital and accessed through QR codes. 2026 No change.  Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf  3.7. QR _1_.jpeg  3.7. QR _2_.jpeg
--	--	--

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.			2024 Energy consumption is monitored at the Group level directly by DERTOUR Germany through yearly reports (see attachment). The sustainability notes from the previous year are requested every February for the upcoming climate balance calculation and the sustainability report of the REWE Group. Data must be entered into the Excel template. When filling out the Excel template, only the following 4 columns need to be considered: column C enter the four-digit group number of your company column H enters energy and fuel consumption column L enter data quality (percentage value) column M enter comment (see also below) <u>Please note:</u>

In the case of the following **deviations compared to the previous year**, please be sure to enter a brief explanation in *column M: Energy consumption: +/- 10% Fuel consumption: +/- 20%* If you have included quantities for **AdBlue** in the fuel consumption please do not take them into account in the Excel template. As well, fuel consumption must not include quantities for private leased vehicles. **Only** the amounts of **company vehicles** are to be recorded.

[REWE GROUP SUSTAINABILITY REPORT LINK](#)

GVS does not get any feedback from DERTOUR, therefore, the main message from REWE to the DMC is not available to GVS. DERTOUR provides Energy Reduction Guidelines, which are of compulsory application wherever feasible by all DMCs.

GVS collaborates with ENERGIAMAR since 2024. ENERGIAMAR is an energy advisor which will provide GVS with services such as:

Act as energy consultants
Carry out changes in supplier
Carry out lighting studies to reduce our consumption
Take care of energy efficiency certificates
Deal with complaints about billing errors
Optimize our contracted power

There's no assessment available due to unforeseen circumstances (see Action Plan).

An energy consumption guideline can be found in Spanish and English on our national intranet, TheHub España, as well as on the main DERTOUR Group Hub (see enclosed: 3.10 Energy Management System PDF).

2026

Collaboration with ENERGIAMAR has been unsuccessful due to unforeseen circumstances. It is planned to try a contract unification again in the near future.

		 Efficient energy project request for installation of LED_s PRES 1193 21 Der touristik _Iluminacion LED_ 13.10.2021.pdf  XXXX_Sustainability_KPIs_2021.xlsx  EN Anlage NH_Berichtsmeldung 2021 V1 0.pdf  3.10 ENERGY REDUCTION GUIDELINES.docx  Electricity Audit 2023.zip  3.1 Gestión interna_ medio ambiente y relaciones con la comunidad.pdf  3.10 Energy Management System.pdf  KPI Overview 2025 3.10.xlsx
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.		2024 Sustainability KPIs are requested for the REWE Group Climate Balance Calculation and the REWE Group Sustainability Report. Revisioned KPIs are Real estate and vehicle fleet KPIs enclosed on the DMC level. Details on the KPIs can be found in the attached PDF files in English and German. The first energy audit has taken place in August 2023 for all GVS premises to comply with requirement 3.12 (see zip file attached in 3.10) Energy Consultancy Energiamar has been contracted on 05.02.24 to audit and assess energy contracts for all our offices. It is planned to unify all contracts into one. Currently, there's one energy contract per office:

PMI

ENDESA

IBZ

ENDESA

LPA

NEBALIA

TCI

ENDESA

FUE

PLALAFUSA-SQALE – OWNER HANDLED

ACE

ENDESA

MAINLAND

NOT APPLICABLE

2025

The mainland office in Malaga has contracted ENDESA for its energy supply. Multiple offices have contracted ENDESA: Palma de Mallorca, Ibiza, Tenerife, and Lanzarote. ENDESA has net-zero emission ambitions, reduces emissions, and promotes decarbonization through

renewable energies. You can learn more at:

<https://www.endesa.com/en/our-commitment/sustainability-plan>

2026

Collaboration with ENERGIAMAR has been unsuccessful in unifying all contracts into one. It is planned to try a contract unification again in the near future (see action in 3.10.)

7401044

-  2586_Sustainability_KPIs_2021.xlsx
-  2580_Sustainability_KPIs_2021.xlsx
-  3.11 Anlage NH_Berichtsmeldung 2020 V1.0.pdf
-  3.11 EN Anlage NH_Berichtsmeldung 2020 V1 0.pdf
-  3.11 2580_2586_4292_Upload_File_NH TM1_EN_2022.xlsx
-  DOSSIER ENERGIAMAR 2023.pdf
-  3.12 _FIRMADO_ ENERGIAMAR 2024.pdf
-  3.11 28.02.25 Copy of Copy of 2580 DERTOUR SERVICES_Upload_File_NH TM1_EN_2024 _ Copy _1_.xlsx
-  3.11 28.02.25 Copy of 2586 GO VACATION SPAIN _Upload_File_NH TM1_EN_2024 _ Copy.xlsx

			 KPI Overview 2025 3.10.xlsx	
3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	2024 Energy is provided through the following energy companies: RENTED BY DESTINATION ENERGY COMPANY DERTOUR SERVICES PMI ENDESA/IBERDROLA * GVS IBZ ENDESA GVS LPA NABALIA GVS TCI ENDESA GVS FUE ELECTRICITY IS PART OF THE RENTAL CONTRACT GVS ACE ENDESA N/A MAINLAND N/A: NO PREMISES AVAILABLE At the moment only Gran Canaria has a sustainable energy source with a certificate. The Go Vacation Spain's main energy provider is Endesa due to a cost-efficient assessment made. Endesa does offer 3 different programs: renewable energy, sustainable energy, and green energy (more), but according to our contracts, I couldn't find evidence that the business provider section applies for said programs. Endesa as an energy provider also offers a great catalogue of their sustainability journey: https://www.endesa.com/es/nuestro-compromiso/plan-de-sostenibilidad (please see action plan) A first electricity audit took place in August 2023 for all the DMC's premises to comply with requirement 3.12 (see zip file). We are currently working with Energiamar, an energy adviser company that is in charge of assessing and managing energy contracts. 2025 The mainland office in Malaga has contracted ENDESA for its energy supply. Multiple offices have contracted ENDESA: Palma de Mallorca, Ibiza, Tenerife, and Lanzarote. ENDESA has	

		net-zero emission ambitions, reduces emissions, and promotes decarbonization through renewable energies. You can learn more at: https://www.endesa.com/en/our-commitment/sustainability-plan 2026 No change.  3.12 PMI LOCAL 11 _segunda planta_ ENDESA.pdf  3.12 Iberdrola_Oferta_1022998792100000.pdf  3.12 Emailing_ ACTA J.G.O. 10.03.23.pdf  Electricity Audit 2023.zip  3.12 _FIRMADO_ ENERGIAMAR 2024.pdf  3.12 CONTRATO ENDESA MALGA _ PNS.pdf
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	 	2024 Go Vacation Spain: In September 2017, the Governing Council of the Balearic Islands agreed to adhere to the objectives and lines of action of the Paris Agreement of the United Nations Convention, as well as to promote the regional policies necessary for the adaptation of the territory and economic sectors of the Balearic Islands to the impacts of climate change. Within this framework of action, Law 10/2019, of 22 February, on climate change and energy transition in the Balearic Islands, was approved, aimed at facilitating compliance with the

international objectives of the fight against climate change assumed by the central government, the establishment in the community of a new sustainable and low-carbon regional model, structured in actions towards mitigation and adaptation to climate change in the Balearic Islands.

Thus, Law 10/2019, in order to ensure compliance with the objectives set and contribute to the progressive reduction of greenhouse gas emissions in the Balearic Islands, creates the Balearic Carbon Footprint Register, subsequently regulated by Decree 48/2021, of 13 December, regulating the Balearic Carbon Footprint Register.

The registration of the carbon footprint is compulsory for large and medium-sized companies operating in the Balearic Islands and the regional administration, and voluntary for the rest of the business fabric, local administrations and citizens.

source: https://www.caib.es/sites/canviclimatic2/es/registre_balear_de_petjada_de_carboni/

2025

GVS is audited through AENOR (see attachmennt)

At the office level,we emphasise the following, which is included in the energy reduction checklist (see 3.10)

Switch-off of PCs, Laptops, and all other devices when at lunch break, longer unused time frames, and end-of-day. Take advantage of natural lighting instead of office installations for as long during the day as possible. Evaluation of changing conventional light bulbs and lamps to energy-saving bulbs and lamps Managing air-conditioning systems independently for each zone, validating the actual occupancy and level of daylighting

2026

No change.

		 3.13 OFERTA GHG GO VACATION SPAIN _ RELLENADO.pdf  3.13 petjada de carboni en el Registre balear de petjada de carboni.pdf  3.13 INFORME DE VERIFICACIÓN GO VACATION SPAIN rev.2.pdf
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.	✓ —	2024 The project to install LEDs has been put on hold first due to the COVID-19 pandemic and is currently due to several office management changes. DESTINATION REPORT PMI NO LEDS - PROJECT STARTED IBZ NO LEDS LPA NO LED TCI LEDS FUE LEDS ACE NO LEDS MAINLAND N/A: NO PREMISES AVAILABLE Proposals for LED's have been requested and are enclosed. 2025 The mainland office in Malaga has been incorporated into the report. The mainland office in Malaga, as well as Tenerife and Fuerteventura, has LED lighting. Palma de Mallorca Offices are still pending installation of LED. 2026

			DESTINATION REPORT PMI NO LEDS IBZ NO LEDS LPA NO LED TCI LEDS FUE LEDS ACE NO LEDS MAINLAND LEDS There had been a project for PMI offices, but due to unforeseen circumstances, it's on hold until further notice.  Efficient energy project request for installation of LED_s PRES 1193 21 Der touristik Iluminacion LED_ 13.10.2021.pdf  Efficient energy project request for installation of LED_s dc_silent_led.pdf  Efficient energy project request for installation of LED_s ft_silent_led_i_ugr19.pdf  Efficient energy project request for installation of LED_s Auditoria Energetica.pdf  email Estudio energético Go Vacation Spain SLU_ DER Touristik Services.pdf  3.14 AGP.jpeg  3.14 TCI.jpg  3.14 IBZ Luz.jpg  3.14 LPA.1.jpg  3.14 LPA.jpg  3.14 PMI.jpeg	
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 employees have laptops; monitoring and assessing the device is more manageable and	2024

			handled by our IT Department. For the remaining switch-off devices, employees are included, reminded, and encouraged to follow the switch-off policy via email newsletters, and encouraged to best practice by the energy reduction checklist mentioned in 3.10. available also on our national intranet. Awareness is raised daily via employees themselves whilst engaging with each other. 2026 No change.  3.15.png  3.15 Luces y aire acondicionado.pdf  3.10 ENERGY REDUCTION GUIDELINES.docx  THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf
3.16. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	2024 Employees are included, reminded, and encouraged to follow the switch-off policy via email newsletters, and encouraged to best practice by the energy reduction checklist mentioned in 3.10. available also on our national intranet. Awareness is raised daily via employees themselves whilst engaging with each other. 2026

			No change.  3.10 ENERGY REDUCTION GUIDELINES.docx  THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf
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).	✓	✓	2024 When buying new equipment, preference is in low-energy equipment, based on the highest local available standards (considering return on investment and quality considerations) in all Destinations. Laptops have substituted all PCs in April 2023 and the most recent purchase has been DELL intel CORE i5 (product compliance datasheet) laptops for TCI. Please check requirements 3.1 and 3.2 for our INTERNAL MANAGEMENT IT PURCHASE POLICY which ensures that only low-energy equipment is purchased. 2026 No change.  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY 2026.pdf  3.17 DELL___P144G__Latitude_3420_2023_05_03.pdf  THE HUB Gestión interna_ medio ambiente y relaciones con la comunidad.pdf

3.18. Efficiency mode	✓	✓	2024
Where applicable, equipment is set by default to the energy-saving mode.			Before being handed out, all provided devices are set by default to energy-saving modes by the IT department.
			2026
			No change.
			 3.18 2026 _2_.png
			 3.18 2026.png
			 3.18 2026 _1_.png

Water

3

Action			Details
3.19. Water reduction policy	✓	—	2024
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.			There's no water usage in our specific industry branch, however, all installations we occupy are moderated by the landlords to comply with water-saving regulations (toilets) which are in place by the national ministries. Spain has a long history of water scarcity, thus, nationwide institutions and citizens are well aware of saving procedures. In our weekly Destination Manager meeting, I forwarded the requirements for internal

			management in an Excel sheet and local Management had to answer and fill out which requirements are already applying, which ones will be in ongoing process, and if any, are not debatable due to circumstances the company can't control. Find their answers bundled in each section. The process started on 07.10.and ended on 29.10.21 2025 The mainland office in Malaga is located in the Malaga Halley Building: https://microwebs.savills.es/m/MALA_001597 Malaga Halley is a shared office space; thus, water consumption can't be assessed by individual offices. 2026 No change.  MINUTAS 3. INTERNAL MANAGEMENT DURING DM MEETINGS.docx
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.	✓	✓	2024 All offices are in shared business buildings, thus, access to water meters is not provided without authorization. However, any abnormality would be detected when checking the invoices we get sent by our landlords of our water supplier which includes exhaustive analysis for every invoice. 2025 The mainland office in Malaga is located in the Malaga Halley

		Building: https://microwebs.savills.es/m/MALA_001597 Malaga Halley is a shared office space; thus, water consumption can't be assessed by individual offices. 2026 No change.
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓ —	2024 Wherever the office space isn't shared, we provide dual flush systems to toilets. In shared office spaces, the landlord makes sure such devices are available. PMI SHARED OFFICE SPACE: LANDLORD'S RESPONSIBILITY IBZ OWN OFFICE TOILETS - DUAL FLUSH LPA SHARED OFFICE - LANDLORD'S RESPONSIBILITY TCI

		OWN OFFICE TOILETS - DUAL FLUSH	
		FUE	
		OWN OFFICE TOILETS - DUAL FLUSH	
		ACE	
		OWN OFFICE TOILETS - DUAL FLUSH	
		MAINLAND	
		NOT APPLICABLE	
			2025
		The mainland office in Malaga is located in the Malaga Halley Building: https://microwebs.savills.es/m/MALA_001597	
		Malaga Halley is a shared office space; thus, water consumption can't be assessed by individual offices. However, dual flush toilets are provided by the landlord.	
			2026
		No change.	

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.	✓	✓	2024 Waste disposal is regulated on a national level: https://www.emaya.es/residuos-y-limpieza/residuos/com-separar-els-residuos/ and is bound to compliance by law. 2026 No change.
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).	✓	✓	2024 Waste reduction is coordinated nationwide by Law: https://www.miteco.gob.es/es/calidad-y-evaluacion-ambiental/temas/prevencion-y-gestion-residuos/ Go Vacation Spain and DERTOUR Services recycle according to the state-wide checklist and best practice as a guideline in all offices (see attachment) Although we do not offer disposable cups to staff, we have a remaining stock of plastic cups from the last 2 years of office space reduction and reorganisation. Instead of throwing those away, they are offered to visitors and then recycled appropriately. In all Destinations, you can find at least 3 different recycling bins (according to the administrative waste we produce). Occasionally, if there's a waste with no appropriate bin available, the city does offer containers at street level which are used according to each case. 2025

			Our mainland office in Malaga has been incorporated into the report. In all Destinations, you can find at least 3 different recycling bins (according to the administrative waste we produce). Occasionally, if there's waste with no appropriate bin available, the city offers containers at street level, used as needed. 2026 No change.  3.23 20230222_130444.jpg  3.23 20230222_125143.jpg  2.23 guia_de_reciclatge_2020_cast_web.pdf  2.23 guia_de_reciclatge_2020_ang_web.pdf  3.23 AGP 3.26.jpeg
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.	✓	✓	2024 Go Vacation Spain does not provide any packable products in any Destination. 2026 No change.
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic	✓	—	2024

bottles it consumes. This criterion is related to drinking water for office use.	The entities take action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for offices in any Destination. Employees also use their mugs for drinking and have been provided with a water bottle and coffee mug in 2022 (see picture attached) Table update: 10.11.25 DESTINATION REPORT PMI YES: local provider of water distribution with a dispenser 3Glops IBZ YES: A local provider of water distribution with a dispenser (Fuente Jara: https://www.facebook.com/FuenteJara/?locale=es_ES) LPA YES: Aquaservice: https://www.aquaservice.com/agua-a-domicilio/las-palmas TCI TCI gets local water and recycles the bottles autonomously: https://fuentealta.es/ https://fuentealta.es/wp-content/uploads/2024/08/venta-domicilio.jpg FUE Interested in Aquaservice (still not available there), up until then, providing their own water and recycling the bottles ACE Interested in Aquaservice (still not available there), up until then, providing their own water and recycling the bottles MAINLAND YES: https://aguasdesierrabonela.com/ At the same time, metal bottles have been sent to all offices, as well as cups. 2026 No change.  3.25 Propuesta Aquaservice.pdf
--	--

			 3.25 PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf  3.25 RE_ AQUASERVICE OFICINA IBZ.pdf  3.25 2023_03_20 09_27_43_.png  3.25 Re_ PROPUESTA AQUASERVICE ISLAS CANARIAS.pdf  3.25 037A973D_838C_47B1_A5DA_5CA8FE39F306.pdf  3.25 037A973D_838C_47B1_A5DA_5CA8FE39F306 _1_.pdf  3.35.jpeg  3.25 FUE.ACE JAN.26.jpg  3.25 LPA AQUASERVICE.pdf  3.25.jpeg	
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.	✓	✓	2024 The state already imposes recycling on every citizen and company in Spain. Thus, all our offices comply with paper, plastic, and organic waste recycling. We do not produce any metal, glass, or hazardous waste, therefore, do not provide any proper disposal on-site. However, proper disposal is offered by local authorities outside of office space on street level. The topic has been emphasized after the publication of the DMC guidelines. DESTINATION TOTAL OF BINS TYPE TIMELINE PMI 5 WASTE, PLASTIC, PAPER, GLASS, ORGANIC INTRODUCTION OF 5 BIN SYSTEM IN MARCH 2023	

AFTER HAVING 3 IBZ 3 WASTE, PLASTIC, PAPER ALREADY AVAILABLE LPA 3 WASTE, PLASTIC, PAPER INTRODUCTION IN MAY 2023 ACE 3 WASTE, PLASTIC PAPER ALREADY AVAILABLE FUE 4 WASTE, PLASTIC, PAPER, ORGANIC AVAILABLE TCI 3 PAPER, ORGANIC, PLASTIC AVAILABLE SINCE 2024

MAINLAND NOT APPLICABLE NO PREMISE AVAILABLE N/A

2025

Our mainland office in Malaga has been incorporated into the report.

In all Destinations, you can find at least 3 different recycling bins (according to the administrative waste we produce). Occasionally, if there's waste with no appropriate bin available, the city offers containers at street level, used as needed.

2026

No change.



3.23 20230222_130444.jpg



3.23 20230222_125143.jpg



2.23 guia_de_reciclatge_2020_cast_web.pdf



2.23 guia_de_reciclatge_2020_ang_web.pdf



3.26 fue.jpg



Re_ NICHT DRINGEND_ TRAVELIFE 3.26 RECICLAJE TCI.pdf



3.23 AGP 3.26.jpeg



7.11 Itinerary overview_12.03.26.xlsx

Page 85/202

		No change.  3.1 3.2. FIRMADO INTERNAL MANAGEMENT IT PURCHASE POLICY 2026.pdf  3.27 Factura 23_7056.pdf  3.27 Factura 24_4899.pdf
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.	✓	2024 A recycling bin for batteries is available in the community space for our colleagues in PMI. The most used batteries are AAA for wireless computer mice or keyboards. Moreover, in Spain, every supermarket has a battery recycling bin where everybody disposes of batteries. Employees at other destinations recycle them on their own and are conscious of this matter (supermarkets). Computer batteries are recycled by our IT department. Powercut inverter batteries are not used. Rechargeable batteries are used wherever possible, and disposable batteries, including power-cut inverter batteries, are recycled (if locally possible) or properly disposed of in all Destinations. 2025 In Spain, conventional batteries can be dropped off in special containers available at: Shops that sell batteries. Supermarkets and shopping centres. Public buildings, such as town halls or libraries. Recycling centres in your town or village. One-off collection campaigns.

		(source: https://ecolec.es/informacion-y-recursos/procesos-de-reciclaje/el-proceso-de-reciclaje-de-pilas-y-baterias/) 2026 No change.  3.23 20230222_130444.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.			2024 Go Vacation Spain does not treat wastewater and/or grey water, which makes this criterion N/A in all Destinations. The wastewater (toilets and sinks) is treated through the government sewage system: https://www.miteco.gob.es/es/agua/temas/default.aspx 2026 No change.
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			2024 Go Vacation Spain does not use chemicals, nor do any other tenants of shared spaces or

products and processes. All storage, handling and disposal of chemicals is properly managed.		landlords of our rented office spaces. The cleaning providers in each destination are advised and act ethically.	2026
		No change.	

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.			2024 Unfortunately, providing more sustainable commuting options is difficult for the Balearic and Canary Islands. Public transport is not as developed as it might be in other places and our staff lives all over the islands, which makes it compulsory to use private transportation (cars, motorbikes, etc.) However, since the current COVID-19 pandemic, remote work shifts have been proven beneficial and are still implemented in all Destinations to some degree depending on the utility for the different departments. Working-from-home schedules are regulated through annexes to employee labour contracts evaluated annually and always balanced between the necessity of the company and employee needs. Changed can be applied with a month's notice during yearly periods. 2026 No change.  3.31 BOECKMANN CINDY ANEXO TELETRABAJO 01.04.22.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.	✓	—	2024 Even though offsetting measures are in place, staff-related business travel is not assessed. Carbon or Green greenhouse gas emissions are not audited in any destinations yet. 2026 No change. It has not been possible to monitor business travel emissions, as there's no reliable data.
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.	✓	—	2024 Carbon or Green House Gas emissions of staff related to business travel are offset through any scheme or methodology offered by the airline. If the airline does not offer a compensation method, Go Vacation Spain and DERTOUR Services have implemented since 30.03.22 (and communicated to all staff via the intranet; see the image attached) the usage of the Myclimate platform. We promote this initiative to all colleagues and employees when provider companies do not include carbon offset. My Climate can be used to offset carbon by anyone. It was spun off from the Swiss Federal Institute of Technology Zurich in 2002 as a nonprofit climate protection organization based in Switzerland to enable climate protection with economic mechanisms such as price-tagging carbon dioxide and integrating the externality into the market. Please check the link: https://www.myclimate.org/ 2026 No change.

			 NEWS CARBON OFFSET.jpg
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	✓	2024 No employee incentives for the use of public transport or sustainable means of transport are issued. 2026 No change.
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	2024 As of right now, working from home is engaged and forming an integral part of our company dynamic in all Destinations. Working-from-home schedules are regulated through annexes to employee labour contracts evaluated annually and always balanced between the necessity of the company and employee needs. Changed can be applied with a month's notice during yearly periods. 2026 No change.  3.31 BOECKMANN CINDY ANEXO TELETRABAJO 01.04.22.pdf

Sustainability training and awareness raising

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.			2024 CSR Coordination as far as availability and capacities go, promotes and engages staff in taking sustainability trainings and workshops. Training is offered and promoted through the national intranet TheHub España. Thanks to the DERTOUR Group engagement, a Child Safeguarding course provided by The Code has been made compulsory on the Group level for all employees which has to be re-taken yearly. 2026 No change.  3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf  3.36 guia_de_reciclaje_web.pdf

			 3.36 TEAMBUILDING CURSO 0 DE RECICLAJE.pdf  3.36 RE_ Formación en Gestión de la Sostenibilidad.pdf  3.36 Bienvenida Ulrike!.pdf  3.36 2023_03_09 16_38_32_Announcements.png  3.36 Café y capsulas.pdf  3.36 Formación _voluntaria_.pdf
--	--	--	--

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.			2024 Go Vacation Spain does not own any premises in any Destination. 2026 No change.

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.			Go Vacation Spain has no inbound receptive agencies.
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).			Go Vacation Spain has no inbound receptive agencies.
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.).			Go Vacation Spain has no inbound receptive agencies.
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.			Go Vacation Spain has no inbound receptive agencies.

Specific conditions

3

Action			Details
4.5. Contracts Written contracts with partner agencies are in place.			Go Vacation Spain has no inbound receptive agencies.
4.6. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).			Go Vacation Spain has no inbound receptive agencies.
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.			Go Vacation Spain has no inbound receptive agencies.

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. 2024 Organised by outbound tour operators/clients of the DMCs. The DMC is not offering such services. GVS, wherever feasible, collaborates in sustainable options, i.e. electric ferry Ibiza-Formentera for 2023: https://www.hosteltur.com/149307_balearia-unira-ibiza-y-fomentera-con-un-ferry-electrico-en-2023.html 2026 Go Vacation Spain, wherever feasible, collaborates in sustainable options i.e. electric ferry Ibiza-Formentera for 2023 (https://www.hosteltur.com/149307_balearia-unira-ibiza-y-fomentera-con-un-ferry-electrico-en-2023.html).

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. 2024 Clients of the DMCs/ outbound tour operators offer different transport options: Rail& Fly, flight, and individual transfer. The DMC is not offering such services, and GVS does not provide transfers from the departure airports. 2026 Go Vacation Spain does not provide transfers from the departure airports.
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).	✓ —	2024 Wherever feasible, more sustainable transport options for transfers and excursions at our Destinations are considered. However, on island Destinations, it is difficult to comply completely with these criteria due to the scarcity of providers available. DERTOUR Group provided all DMCs with an <i>Appraisal Tool</i> that helps evaluate sustainable transfer standards. This tool is mainly used by the excursion department staff. The correct implementation is supervised by the Excursion and Activities Product Manager. Our offered product is therefore monitored by the responsible departments. "Red Flags" are reported to the Sustainability Coordinator, and "Green Flags", or evolution/innovations, are communicated via chats, forwarding of news, etc.

			NOVEMBER 2025
		One ferry provider in the Canary Islands has been awarded the Biosphere Certification, an international recognition that endorses their commitment to a sustainable and responsible management model aligned with SDGs.	
			2026
		No change.	
		 APPRAISAL SPAIN 2021.xlsx	
		 5.3 CANARY ISLANDS FW_ Certificado Biosfera Lineas Romero.pdf	

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).			2024 DERTOUR Group has published a sustainable “magalog”(mix between magazine and catalogue) with sustainable package offers for DERTOUR Group clients. For info on all sustainable-certified hotels and all sustainable products offered: https://www.dertour.de/nachhaltiger-urlaub The demand for sustainable products comes mainly from the DERTOUR Group and its other affiliated brands. GVS, acting as a local agency to DERTOUR Group, is in charge of finding and contracting local suppliers and providers that are categorised through the internal “Appraisal tool” to assess their sustainable level.

		For third-party clients, GVS uses the already-tailored packages or sometimes creates new individualised ones on request. Nevertheless, GVS relies on all the initiatives our Group can offer. If not, it isn't easy to justify cost increases for more sustainable products. 2025 The new magalog, “<i>Conscious Travel</i>”, has been updated and is available online since September. Both formats offer inspiring content, clearly presented information, and practical guidance for making more sustainable travel choices. Nachhaltigerer Urlaub – Angebote für bewusste Reisen DERTOUR DER Touristik Katalogportal Bewusst Reisen 2026 No change.  APPRAISAL SPAIN 2021.xlsx  5.4 DERTOUR Bewusst Reisen 2022_2023.pdf
--	--	---

6. Accommodations

11

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.

2024

Concerning our third-party business, our Sustainability Policy has a paragraph dedicated to *Accommodations* which states that all contracted premises have to adhere to the DMC Supplier Code of Conduct.

There are very few cases in which accommodations are solely contracted by GVS. Oftentimes, accommodations are also contracted by other Group brands (Apollo, Kuoni, DERTOUR, etc.)

Additionally, for the Balearic Islands, please find attached Law3/2022 of June 2022, which states the efforts made by Parliament to achieve a circular economy in the future:

The Balearic Parliament has approved Law 3/2022, of 15 June, on urgent measures for the sustainability and circularity of tourism in the islands, which aims to move towards a regenerative impact of tourism activity on the region's territory. To this end, it amends Law 8/2012, of 19 July, on tourism, which introduces a specific title with measures to move towards a circular economy.

2026

CENTRAL ANSWER DERTOUR GROUP

The management had set an ambitious sustainability goal for 2025: **25% of core portfolio hotels should be certified with “engage”**. Almost **36% has been achieved**:

		By revenue: 1 Spain, 2 Germany, 3 Greece, 4 Turkey, 5 Portugal By total number of certifications: 1 Turkey, 2 Spain, 3 Greece, 4 Maldives, 5 Egypt. Suppliers of DMC Spain: 3rd Party business is estimated at 11 % (Go Vacation Spain SLU) There's still no system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly. There are no capacities nor resources to maintain the list of certified accommodations from 2023. GO VACATION SPAIN All accommodation contracts do include Terms & Conditions that make sure every accommodation complies with DERTOUR Group Supplier Code of Conduct  BOE_A_2022_13846.pdf  6.3 CERTIFIED ACCOMMODATION AUDIT.xlsx  ACCOMMODATION Terms _ Conditions S24 NEW.pdf  1.7. 2026 Newsletter _ Sustainable Product Management.pdf
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)

2024

DERTOUR Group and third-party clients receive the Supplier Code of Conduct as a compulsory part of the documentation to be signed upon collaboration with the DMC.

Contractors for DERTOUR Group proceed as indicated by the central answer.

Third-party clients receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC can act accordingly based on the SCoC.

The DMC is not communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations outside of the contracting/negotiation scope (social media, emails, etc).

2026

No change to the SCoC since 2023. This can be seen at

[Leitlinien und Hinweisgebersystem • DERTOUR Group](#) clicking on "Lieferantenkodex".



6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf

		 6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx
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). 2024 GVS partly selects hotels for third-party clients: If we assume that the GVS is a supplier, and DERTOUR Group a client: We are hiring whatever our client would need us to hire to fulfil their needs. If we assume that GVS is a provider: a portfolio is created with all available possibilities from which a client (in-house tour Operator or 3rd party client) can choose. That is to say, not always the client decides what we hire.

The final decision is not always in our hands but whenever possible we put preference on this topic where influence is possible.

Accommodation certifications in the Balearic Islands are currently regulated by the Government. Following is the most important statement of the Law for your convenience:

*The Balearic Parliament has approved Law 3/2022, of 15 June (LA LEY 13803/2022), on urgent measures for the **sustainability and circularity of tourism** in the islands, which aims to move towards a **regenerative impact of tourism activity** on the region's territory. To this end, it amends Law 8/2012, of 19 July (LAW 12918/2012), on tourism, which introduces a specific title with measures to move towards a **circular economy**.*

*Among the amendments to Law 8/2012 (LA LEY 12918/2012), in order to ensure sustainability and circularity, the introduction of a new title (now V) with **circular economy** measures stands out. The ministry responsible for tourism must draw up a **strategic plan for circular destinations** that identifies the general policy and objectives of the Government of the Balearic Islands.*

*Likewise, hotel accommodation, tourist flats, and tourist accommodation must draw up a **circularity plan**, i.e. the document that sets out the priorities and lines of action to integrate planning, consumption and production patterns, and circular commitment in their business strategy, and which is made up of the **circular assessment** and **circular planning**. Of particular importance in the circularity, the plan is the **priority areas**, which are areas that are established as relevant to guidelines of action included in the circularity plan, namely: **water, energy, food, materials, and waste**.*

The text stipulates that all tourist accommodation companies wishing to market themselves or advertise as circular companies must have a **certification** issued by entities duly accredited to grant it.

At <http://xarxahotelsostenibles.com/?lang=en> there's a complete list of the sustainable hotels network of the Balearic Islands

2026

		No change. There's still no system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly. There are no capacities nor resources to maintain the list of certified accommodations from 2023. 20  BOE_A_2022_13846.pdf  6.3 CERTIFIED ACCOMMODATION AUDIT.xlsx  6.3. Copia de travelife hotel BALEARES ONLINE.xlsx
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) 2024 Both DERTOUR Group and third-party clients receive the Supplier Code of Conduct as a compulsory part of the documentation to be signed upon collaboration.

		Contractors for DERTOUR Group proceed as indicated by the central answer. For our third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC can act accordingly based on the SCoC. 2026 No change to the SCoC since 2023. This can be seen at Leitlinien und Hinweisgebersystem • DERTOUR Group clicking on "Lieferantenkodex".  6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx  ACCOMMODATION Terms _ Conditions S24 NEW.pdf  6.4 DTS_TTOO_PMI_W24_S25_Sa Galera_to be signed_Redacted.pdf
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. 2024 GVS has not been requested nor informed about training opportunities. In the case of third-party clients, we also do not directly choose which accommodations are contracted. Third-party clients instruct on what they want, and we assess whether such product is feasible and according to Health&Safety, Supplier Code of Conduct, and Sustainability standards. If the accommodation does comply with all the standards, we will contract it. Contractors are instructed to forward any request to the Sustainability Coordinator who will give further information and act as a mediator between Travelife, training opportunities, and the accommodation provider. 2026 No change.
6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among	✓ —	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.

accommodations in destinations.

@DMCs: Concerning your third party business: Please declare your DMC's answer separately.

Remark to DMC's client DER Touristik Germany (DTD):

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.EA1aIQobChMlr6L6qayw_gIVGPN3Ch1prAyUEAAYASAAEgLvD_BwE

2024

GVS has not been involved in collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations; as initiatives are always taken at the Group level to guarantee better outcomes and more attention. However, both entitites actively engage in all requests and are proactive in that sense.

2026

No change.

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. 2024 GVS does not offer incentives to third-party businesses. 2026 No change.
--	----------	--

Specific conditions

4

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 2024 All DMCs are obliged to integrate the DERTOUR Group Supplier Code of Conduct into every contract. This is also valid for all contracts with third-party clients. Third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC can act accordingly based on the SCoC. 2026 No change to the SCoC since 2023. This can be seen at

		Leitlinien und Hinweisgebersystem • DERTOUR Group clicking on "Lieferantenkodex".  6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx
6.9. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).	✓	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> Accommodations mostly feature local architectural elements to melt with the local landscape and also create an atmosphere that suits the most attractive elements of the destination and its surroundings. The buildings of recently designed accommodations tend to be a more modern architecture also to use the property of the accommodation in the most efficient and adequate way. 2024 GVS is making a conscious effort to include more accommodations that respect and feature local architecture, settings, and cultural heritage in their portfolio. Commitment is guaranteed through the Sustainability Policy. Certain aspects are part of the selection and evaluation procedure for accommodations that are being contracted. Even though it's a conscious management decision to apply these standards, the final responsibility has been delegated to Contracting Management staff to choose and select accordingly.

		Once we collaborate formally with such accommodations, our signed SCoC guarantees compliance with those standards. 2026 No change.
6.10. 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/>

2024

All DMCs in the network are obliged to integrate the DERTOUR Group Supplier Code of Conduct into every contract. This is also valid for all contracts with third-party clients.

For third-party business, accommodation providers receive the SCoC upon formal contract signature procedures. If the provider is unwilling to sign our SCoC (attached), contractors are instructed to send out a disclaimer (attached). After a second send-out of said disclaimer, the DMC is able to act accordingly based on the SCoC.

2026

As mentioned by the group answer, all contracts do include the supplier code of conduct clause, making specific reference to child safeguarding, stating that DERTOUR Group and all subsidiaries reserve 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."



DER Touristik Group Policy Statement on Child Safeguarding.pdf

		 6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx  ACCOMMODATION Terms _ Conditions S24 NEW.pdf  MM_8614_25_ENG_DTG_Child_Safeguarding.pdf
6.11. 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 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/>

2024

In case of clear evidence that contracted accommodations jeopardise the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be a reason to terminate the cooperation with the accommodation immediately as stipulated through the signature of the SCoC.

All DMCs in the network are obliged to integrate the DER Touristik Group's Supplier Code of Conduct into every contract. This is also valid for all contracts with third-party clients.

2026

As of 2026 all contracts do include the supplier code of conduct clause, which ensures (point 5) that collaboration with contracted accommodations which jeopardise the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring

		communities can be terminated. This has been ensured as all contract renewals since 2024 (and before) have included the Supplier Code of Conduct clause.  6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx
--	--	--

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).			2024 GVS has a complete inventory of all its Activities and Excursions available and a separate overview (enclosed) of activities and excursions that could be classified as sensible. Even activities labelled as "sensitive" (i.e. Loro Parque), always comply with the standards set by national law and provide relevant certifications. Activities & Excursions are assessed and monitored at least thrice: By Law: The Ministry of the Presidency, relations with the courts, and democratic remembrance offer an Animal Protection and Welfare Code webpage that encloses all the decrees and bulletins published regarding the environmental protection of animals/plants on a national and autonomous community level. These laws assign a minimum standard that Activities and Excursions must meet to be conducted in Spain. By E&A Product Management: Revising all Activities & Excursions regularly, supervising any environmental or cultural sensitivities changes in already offered excursions, and assessing all the necessary documentation from the provider to conduct business. By Excursion Department Management: Revising their Destination Activities & Excursions portfolio regularly, supervising any environmental or cultural sensitivities changes in already offered excursions, as well as assessing all the necessary documentation from the provider to conduct business. Regular exchange in meetings with E&A Management. Depending on the Activity or excursion, different auditing criteria are in place by national law:

[Conservation of wildlife in zoos](#) [The fate of confiscated specimens of endangered species of wildlife](#) [Natural Heritage and Biodiversity Act](#) Depending on the autonomous community [Law on the Protection of Animals living in the human environment](#) (Balearic Islands) [Law for the protection of animals](#) (Canary Islands) [Law for the promotion of Canarian pigeon fanciers and the protection of the homing pigeon](#). (Canary Islands)

Also included in the Excel sheet is a list of requirements and documentation suppliers are asked to provide to register their business. Some are compulsory, such as Civil Liability insurance or municipal license, while others depend on the type of activity the supplier is involved in. At a formal level, the fact that a company obtains its opening and activity license already implies that it has passed numerous audits and requirements.

For GVS to include a supplier in our portfolio of excursions, all mandatory documentation is requested, and observations and reports from clients are collected, so that we sift the company both on an administrative level and in terms of customer service and compliance.

In the second tab of the document, you will find a list of types of protected areas, their characteristics and the destinations thus catalogued. This will help us to have the places under control, in case special conservation measures are required depending on the area.

[2023s list has not changed in 2024; thus, it is up to date]

2026

Audits for 2025 and 2026 have been enclosed. Audits are requested yearly from the DERTOUR Group Sustainability Product department.

Since the audit, we have not received the needed instructions from DERTOUR Group German on how to proceed with identified high-risk excursions.

		21  7. Travelife. Listado excursiones sensibles y su cumplimiento.xlsx  7.1 2024 confirmation RE_ Travelife_ Listado de excursiones _sensibles_ y requerimientos _TRAVELIFE 7.1_.pdf  7.1 DCM REVIEW FEB.26 Copy of Portfolio Analysis DMCs.xlsx  7.1 DMC SPAIN_DTG PortfolioAnalysis_AnimalWelfare_2025.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.

2024

GVS has uploaded examples (see enclosed) of sustainability excursions monitored by the DERTOUR Group Appraisal Tool.

2026

The DERTOUR Group Appraisal Tool is still used to monitor and ensure compliance with sustainability standards.



7.2. LPA Free Motion E_Bike Ayagaures.pdf



7.2 IBZ SUNNYRIDE.pdf



7.2 ACE Excursion sostenible ACE.pdf



7.2 PMI Propuestas ecologicas.pdf



7.2. appraisal tool 2021.xlsx

		 7.2 FUE Tapas Tour.pdf  7.2. TCI SUSTAINABILITY _ Excursions in Tenerife 2021.pdf  7.2 2025 DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_2021.05.14.xlsx  7.2 2025 DTG_ResponsibleExcursionCriteria_DMC_AppraisalTool_confidential WHALE EC....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). 2024 All GVS contract templates include the SCoC Clause introduced by the start of 2024, after signing SCoC annexes to contracts in 2023. Providers/Suppliers/Clients are not separately approached about our Sustainability Policies as the SCoC and its contents form part of the overall contracting procedure, done by the tour operators contracting department. 2026 An updated version of the 2024 template is enclosed.  003 PLANTILLA EXCURSIONS actualizado 18.04.23.docx

			 003 PLANTILLA EXCURSIONS actualizado 12.09.24.docx  003 PLANTILLA EXCURSIONS actualizado 25.11.25.docx  7.4 ACTUALIZACIÓN PLANTILLA EXCURSIONES 23.03.26.pdf  REDACTED EX_AFRIYACHT_SL_COL_EXCURSION_S25_W2526__AFRIKAT__Redacted.pdf
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.	✓	—	2024 Reporting stated: NO GVS does not provide suppliers with a specific Code of Conduct. They only receive our DMC-owned SCoC in the case of GVS, as DERTOUR Services does not provide or promote activities. It serves solely as a Holding company, i.e., a company created to acquire and own the shares of other companies, which it then controls. However, all sensitive excursions and activities are monitored by the Animal Welfare department of DERTOUR Group GmbH. 2026 All 36 Codes of good practice have been published on the company website and are promoted through LinkedIn: Spain – destination touristic services SUSTAINABILITY-GOOD-PRACTICE-FOR-PARTNERS.pdf Bullet point 8.3. has been included in the excursion & activiy contract template:

		Responsabilidad Social Corporativa 8.3 Se recomienda visitar https://www2.dtservices.travel/sustainability/ para consultar las directrices no obligatorias específicas y relevantes, con el fin de minimizar el impacto negativo de los visitantes y maximizar el disfrute. Estas directrices se han elaborado con la colaboración y el consentimiento de las ONG pertinentes. == <i>We recommend visiting https://www2.dtservices.travel/sustainability/ to consult the relevant non-binding guidelines, with a view to minimising the negative impact of visitors and maximising enjoyment. These guidelines have been drawn up in collaboration with and with the consent of the relevant NGOs.</i> 751 17  7.14 _ 10.18 CoC.png  7.4 ACTUALIZACIÓN PLANTILLA EXCURSIONES 23.03.26.pdf
7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓ —	2024 GVS offers excursions that operate based on acknowledged and controlled sustainability standards where available. Suppliers/Providers just now raised awareness for sustainability standards, thus, additional certifications are slowly being acquired by them. i.e. excursions including cetaceans comply with sustainability and animal welfare conditions as stipulated by national law (and Travelife standard). Please check the Excel file enclosed for more information about the requirements that have to be fulfilled at national law basis. 2026 No change.



7. Travelife. Listado excursiones sensibles y su cumplimiento.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. 2024 GVS does not offer activities that harm humans, animals, plants, or natural resources (e.g.

		water/energy) or that are socially/culturally unacceptable to its third-party clients. We ensure this by the SCoC clause in all our contract templates. Please check 7.1. for a list of sensible excursions and activities, as well as the Excel sheet attached. 2026 No change.  6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf  6.2 5.0_SCoC_DER_Touristik_Group_Email_Template_062023_ESPAÑOL.docx  7. Travelife. Listado excursiones sensibles y su cumplimiento.xlsx  003 PLANTILLA EXCURSIONS actualizado 18.04.23.docx  7.1 2024 confirmation RE_Travelife_Listado de excursiones _sensibles_ y requerimientos _TRAVELIFE 7.1_.pdf  003 PLANTILLA EXCURSIONS actualizado 12.09.24.docx  7.1 DCM REVIEW FEB.26 Copy of Portfolio Analysis DMCs.xlsx  7.1 DMC SPAIN_DTG PortfolioAnalysis_AnimalWelfare_2025.xlsx  003 PLANTILLA EXCURSIONS actualizado 25.11.25.docx
7.7. Wildlife featuring	✓	https://www.dertouristik.com/wp-content/uploads/2022/09/Animal_Welfare_Policy_DER-

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.

[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.

2024

Find attached the mentioned portfolio analysis (FEB 2023) of **excursions with animals for in-house and third-party clients.**

2026

Updated, newest audits from 2025 and 2026 are enclosed. Due to the audits, Loroparque in Gran Canaria has been taken out of the portfolio.

		https://www.peta.de/neuigkeiten/der-touristik/ No other changes apply.  7.7. ANIMAL WELFARE EXCURSION AUDIT SPAIN _ FEB_23.xlsx  7.1 DCM REVIEW FEB.26 Copy of Portfolio Analysis DMCs.xlsx  7.1 DMC SPAIN_DTG PortfolioAnalysis_AnimalWelfare_2025.xlsx
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.

2024

Wildlife species are not harvested, consumed, displayed, sold, or traded in any activity offered by the DMC. If we encounter such activity, we will refer back to the animal welfare policy of DERTOUR Group and national law. The Ministry of the Presidency, relations with the courts, and democratic remembrance offer an [Animal Protection and Welfare Code webpage](#) that encloses all the decrees and bulletins published in regard to the environmental protection of animals/plants on the national and autonomous community levels, which helps us assess the reactivity and to act accordingly.

2025

The DMC website <https://www2.dtservices.travel/sustainability/> includes a specific "at a glance" paragraph that applies to all DMCs that are part of the DERTOUR Services Holding company:

What we do integrate sustainability aspects into our trips and create authentic holiday experiences. We promote and label certified products and make it easier for our customers to select and book. We do not promote the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs, or illegal substances, and abide by local and international laws in place to prevent this, whilst expecting the same procedure from all our providers. Wherever possible, we set sustainability standards within our supply chain to protect both people and the environment. By promoting animal-friendly products, we protect animals from poor conditions. (ANIMAL WELFARE) In 2019, we rolled out the [Supplier Code of Conduct](#) (SCoC) for the entire DERTOUR Group. As a result, we make human rights and ecological requirements on our service providers an integral part of contractual relationships with our business partners both at home and abroad. The SCoC is a voluntary commitment of suppliers to responsible, ethically correct behaviour. It includes behavioural guidelines that serve as an orientation framework for business

		partners in the joint business relationship. This means that contractual relationships with our business partners incorporate the social and legal framework conditions as well as the values of our company with regard to HUMAN RIGHTS. In our own business operations, we use resources responsibly and reduce our emissions. In the context of our corporate climate targets, we optimise our energy consumption, paper consumption and business travel behaviour, among other things. However, we are not only reducing our CO2 footprint in our own business area, we also take measures to make our products more climate-friendly (Energy, Climate & Environment). We are pleased that you would like to reduce your carbon footprint by investing in myclimate – an international climate protection organisation! Here and now you can calculate and offset CO2 emissions caused by your flight, car journey or cruise. Reduce your carbon footprint and support climate protection now! For questions and remarks related to our sustainability / CSR policies, please contact our Corporate Responsibility Group 2026 No change.
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 view years to monitor this guideline. The last analysis took place in Febuuary 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.

2024

Excursions that include interactions with wildlife are documented in the attached Excel file. These activities comply with all the laws published by the Ministry of the Presidency, relations with the courts, and democratic remembrance ([Animal Protection and Welfare Code webpage](#)). Therefore, excursions that include interactions with wildlife comply with national/local law.

Additionally, all contracts include the SCoC clause covering animal welfare clauses.

As of November 2025, DERTOUR Group has removed excursions involving captive marine mammals in habitats that interfere with the animals' natural behaviour

2025

The DMC website <https://www2.dtservices.travel/sustainability/> includes a specific "at a glance" paragraph that applies to all DMCs that are part of the DERTOUR Services Holding company.

2026

		No change. Newest audits from 2025 and 2026 are enclosed.  7.7. ANIMAL WELFARE EXCURSION AUDIT SPAIN _ FEB_23.xlsx  003 PLANTILLA EXCURSIONS actualizado 18.04.23.docx  003 PLANTILLA EXCURSIONS actualizado 12.09.24.docx  7.1 DCM REVIEW FEB.26 Copy of Portfolio Analysis DMCs.xlsx  7.1 DMC SPAIN_DTG PortfolioAnalysis_AnimalWelfare_2025.xlsx  003 PLANTILLA EXCURSIONS actualizado 25.11.25.docx
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.		2024 At sensitive culturally or heritage sites, guests will be guided by skilled and/or certified guides. There are a series of requirements to be a tourist guide in Spain, among which the following stand out: European citizenship, a visa is not enough. Being of legal age is an essential requirement for any profession. To have the credentials issued by the Ministry of Tourism and the entities of the location where you want to work. Have knowledge of at least two languages besides Spanish, in which you must have a minimum level of B1 and B2 and have the certification that supports it. One of the most essential requirements to become a tourist guide in Spain is to have the necessary documents to prove your studies in one of the following areas: A degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities or any higher studies in those areas.

		A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities, or any higher studies in those areas, do include schooling in the specific sustainable areas mentioned before which means that all guides, even before hiring, are trained and skilled to attend tourists at sensitive cultural sites. More information about becoming a guide on the Canary Islands: https://www.gobiernodecanarias.org/turismo/dir_gral_ordenacion_promocion/guia-de-ordenacion-y-guia-del-Matilde-Spain-turismo-espana/?cn-reloaded=1 Moreover, Travelife training is offered via GVSs Intranet as well as yearly state-subsidized voluntary/recommended training to all our employees. For more information about Reps & Guides please check Chapter 8. 2026 No change.
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).	✓ —	2024 GVS includes packages or promotes clients' excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, and visiting social projects). The selection criteria for these stops (i.e.: stops at local pearl manufacturers; glass manufacturers; aloe vera, cheese, and sausage companies/manufacturers/factories; etc.) are always motivated by the traditional and cultural knowledge we have of our Destinations. Those businesses are always engaged, including the necessary information to all clients about traditional crafts and local production methods, and therefore do their best to document their

			local/autochthonous status (i.e.: certifications (i.e.: CBPAE/CAEM [certified organic ecological farming], SGC, ISO, etc.) 2025/2026 As of Q4 2025, GVS is collaborating with DERTOUR Foundation and Planeterra to create a local community experience in Gran Canaria (Canary Islands). Please consult the enclosed documents for more information. At this point, we are not allowed to share more details on this. The document "7.11 supporting local communities" from 2024 is still in use. Due to lack of resources and time, we don't have anything similar for Mainland.  7.11 supporting local communities.pdf  7.11 20260217_Planeterra_Project Alignment.pdf  7.11 202602_Overview Planeterra Product Integration.xlsx  7.11 Itinerary overview_12.03.26.xlsx
7.12. Supporting environmental and biodiversity protection	✓	✓	2024

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).

As a local agency to the DMC DERTOUR Group, our job is the operational side of excursions and activities. The commercial side of the business, as is the promotion of offers and packages is not our responsibility, but that of DERTOUR Group. Therefore, we do not have evidence supporting environmental and biodiversity protection. Nevertheless, DERTOUR Group includes packages or promotions to clients, excursions, and activities that support the local environment and biodiversity, especially in the Canary Islands:

The Timanfaya nature park in Lanzarote includes an entrance fee for its conservation. The Teide nature park is free of charge, but the excursions organized to visit it offers explanations about the biodiversity, conservation, and formation of the environment. Loro Parque, apart from being an "amusement park with animals", is a foundation for the conservation of species such as parrots and orcas. They have a breeding farm, support charitable causes, and offer educational guided tours. La Laguna is a UNESCO heritage site, and we also offer guided tours of its historic center.

The Excursion and Activities Product Manager for our DMC is located in Tenerife, therefore the first portfolio has been created for Canary Islands. The E&A Product Manager Maria Sampedro has been in the Balearic Islands this week and a similar portfolio will follow, as well as for Mainland Spain in the foreseeable future.

2026

As a local agency to the DMC DERTOUR Group, our role is focused on the operational side of excursions and activities. The commercial side of the business, including the promotion of offers and packages, is not our responsibility, but that of DERTOUR Group. Therefore, we do not have evidence supporting environmental and biodiversity protection.

Nevertheless, DERTOUR Group includes packages or promotions for clients, excursions, and activities that support the local environment and biodiversity, especially in the Canary Islands:

Canary Islands. The Timanfaya nature park in Lanzarote includes an entrance fee for its conservation. The Teide nature park is free of charge, but the excursions organised to visit it offers explanations about the biodiversity, conservation, and formation of the environment. **La Laguna** is a UNESCO heritage site, and we

also offer guided tours of its historic centre. The **Roque Nublo**, located in the centre of the island Gran Canaria. Does require pre-reservation, as the number of visitors has been limited. Roque Nublo is an impressive volcanic 80meters-monolith that stands as a symbol of Gran Canaria's natural and cultural identity. It is one of the island's most iconic landmarks, offering breathtaking views and a deep connection to its history and landscape. UNESCO incorporated it into the World Network of Biosphere Reserves. The **Barranco de Fataga** is a striking ravine in southern Gran Canaria, known for its dramatic volcanic landscapes shaped by deep erosion and its iconic palm groves. It features rich geological, botanical, and cultural heritage, including endemic species, traditional architecture, and significant archaeological sites. It is a protected natural area, officially classified as *Paisaje Protegido de Fataga*, a category within the Canary Islands' network of Natural Protected Areas. The visit is free of charge, but the excursions organised to visit it offer explanations about biodiversity and cultural heritage. The **Barranco de Guayadeque** is a spectacular ravine shared by the municipalities of Agüimes and Ingenio, known for its steep volcanic walls, lush native vegetation, and extensive network of cave dwellings. It holds exceptional archaeological value, containing one of Gran Canaria's richest concentrations of pre-Hispanic sites, including cave settlements, burial caves, and troglodyte architecture. It is a protected natural area, officially designated as a *Natural Monument* under the Canary Islands' Protected Natural Areas Law. The visit is free of charge, but the excursion organised to visit it offers explanations about biodiversity and cultural heritage. The **Maspalomas Dunes** form a unique desert-oasis landscape in southern Gran Canaria, featuring rolling dunes, a palm grove, and the brackish Maspalomas lagoon. This exceptional ecosystem hosts protected flora, endemic insects, and abundant birdlife, creating one of the island's most iconic natural environments. It is a protected natural area, officially designated as a *Special Nature Reserve* covering about 404 hectares. The visit is free of charge, but the excursion organised to visit it offers explanations about biodiversity. The **Risco Caído Interpretation Centre** in Artenara offers an immersive introduction to the prehistoric troglodyte culture of Gran Canaria, featuring reconstructions that reveal how the island's ancient inhabitants lived, observed the skies, and practised their rituals. It includes a full-scale reproduction of the famous Cave 6, allowing visitors to experience the remarkable light phenomenon used as an astronomical and ceremonial marker.

It is part of a UNESCO World Heritage Site. The wider *Risco Caído and the Sacred Mountains of Gran Canaria Cultural Landscape* was inscribed in 2019. The visit is free of charge, but the centre has been created to protect the original site, Risco Caído and at the same time to raise awareness of the importance of the site.

Ibiza Safari Centre: Here receive information about the local flora and fauna, preserved species, and environmental issues specific to the area being visited (North and East Ibiza island) **Bibo Park:** We encourage guests to continue learning about biodiversity and conservation efforts related to the areas they visited, even after their travels, and to share their knowledge with friends and family. Guests receive information about the local and endemic flora in the Pitiuses islands. **Ibiza Dalt Vila:** Ibiza is recognised as a UNESCO World Heritage site. We provide explanations about the history of the ancient walls, historic buildings, and the cathedral. **Catamaran Trip to Formentera (Day Trip and Sunset Trip):** We inform travellers about good practices to follow within the protected natural park areas of Espalmador and Illetas. This includes turning off music and minimizing noise, not leaving any trash on the beach, and avoiding walking through the dunes, as they are part of a regeneration preserved area. Travellers are encouraged to adopt environmentally responsible behaviors, such as disposing of rubbish properly and staying on designated trails. Additionally, we explain the significance of the Posidonia marine ecosystem.

Palma Aquarium (Mallorca), as well as being a large family -friendly marine park is a foundation for conservation and protection of threatened marine species (sea turtles, cetaceans, and sharks) in the Balearic Islands . It focuses on the breeding of threatened Mediterranean marine species with a clear objective: the reintroduction of specimens to reinforce wild populations. Palma Aquarium support charitable causes and offer educational experience with hands-on activities, a guided tour by an Ocean Expert. The excursion to **Nature park Mondragó** (Mallorca) offers an explanation about the biodiversity. It is one of the natural gems of the island, a 700-hectare protected area that is home to wild olive and pine forests, orchids and holm oaks, dry farmland, coastal junipers, and the sweet pond of s'Amarador. The park is a Special Protection Area for Birds, so it is common to see turtledoves, kestrels, hoopoes, and even peregrine falcons.

La Huella Verde en Granada: It has been included in the Fly & Drive portfolio for one of the programmes that includes overnight stays in Granada. DERTOUR pays €20 per customer to the organisation (Iniciativa La Huella

Verde Bosque) at the end of the season to plant trees and other plants to create a future 'Mediterranean Forest'.

The DMC website <https://www2.dtservices.travel/sustainability/> includes a specific "at a glance" paragraph that applies to all DMCs that are part of the DERTOUR Services Holding company.

8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action			Details
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.	✓	✓	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. 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. 2024 GVS, as a receptive B2B company, does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides: DERTOUR Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific

		Destination. This is how third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented. With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following: Hiring qualified local guides or other local staff Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. Welcome meetings are held for both DERTOUR Group employees (by their staff) and GVS employees either by H&R or the local Destination Manager to ensure that tour leaders, representatives, guides, and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration. Afterwards, all employees with a Spanish labour contract are given access to the Spanish intranet, which explains our company structure. 2026 No changes
--	--	--

			 8.1. REPS _ GUIDE SPANISH CONTRACT TEMPLATE.pdf
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.	✓	✓	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. 2024 The minimum wage per agreement is 1330,1€ per month (Spanish law). DERTOUR Group and DMC Reps and Guides get paid above minimum wage. GVS, as a receptive B2B company, does not have any contact with the final client/tourist. GVS is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides: DERTOUR Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. The company third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations.

		Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented. With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following: Hiring qualified local guides or other local staff Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. 2026 No change.
8.3. 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.

2024

Requirements to be a tourist guide, representative, or Tour leader in Spain, among others are:

European citizenship, a visa is not enough. Being of legal age is an essential requirement for any profession. To have the credentials issued by the Ministry of Tourism and by the entities of the location where you want to work. Have knowledge of at least two languages in addition to Spanish, in which you must have a minimum level of B1 and B2 and have the certification that supports it. One of the most important requirements to become a tourist guide in Spain is to have the necessary documents to prove your studies in one of the following areas: A degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities or any higher studies in those areas.

A Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities, or any higher studies in those areas, do include schooling in the specific sustainable areas mentioned before which means that all guides, even before hiring, are trained and skilled to attend tourists at sensitive cultural sites.

Source:

<https://abgt.es/2020/necesidad-de-inscripcion-en-el-registro-driat-habilitacion-de-guia-turistico/06/18/13/40/52/1310/uncategorized/abgt/>
<https://colegioguiasib.com/la-profesion-de-guia-turistico/>

Furthermore, local onboarding procedures are in place (see 8.1) and further training is offered: we offer all Travelife training via our Spanish Intranet and yearly state-subsidized voluntary/recommended training to all our employees (see 7.10).

GVS, as a receptive B2B company, does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DERTOUR Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. This company third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on

		sustainability topics and free access to the Travelife online learning platform. 2026 GVS provides employees with learning opportunities upon request since "The Hub España" has been substituted with Bizneo for national HR coordination and CoCo SharePoint intranet, whose owner is DERTOUR Group GmbH and its different business units. Activities and learning opportunities are notified and promoted through BIZNEO notifications, as can be seen in the screenshots.  TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf  8.3..png  8.3 BIZNEO.png
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.	✓	@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.

2024

DMC employees with a Spanish contract are informed through access to our national intranet. Upon the latest news, push notifications are sent from that platform to all members. The system runs on Microsoft Sharepoint. Occasionally emails are sent directly by the Sustainability Coordinator to all DMC Staff.

Employees from collaborating companies are legally contracted with a Spanish labour agreement through us (and are re-billed to them), thus, by being employed by us locally, they also get access to the intranet.

GVS, as a receptive B2B company, does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DERTOUR Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. ~~The third-party~~ hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

		GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. 2026 Current information channel: Bizneo  Memo Style email to managing director Jürgen Heiss of DTS_CH in regards to Travelife.pdf  8.4 Café y capsulas.pdf  8.4. RESULTADOS_ Café, Capsulas, y reciclaje en el Ed. Techne.pdf  PLAN ACOGIDA DER_GVS 18.01.22.pdf  8.4 BIZNEO 1.png  8.4 BIZNEO 2.png  8.4 BIZNEO.png
8.5. 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.

2024

Go Vacation Spain does not provide Sustainability knowledge to guide

In Spain, a Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities (or any higher studies in those areas) includes schooling in the specific sustainable areas mentioned before, which means that all guides, even before hiring, are trained and skilled to attend to tourists. This is stipulated through [Decree 20/2015](#)

These degrees include units as UNIT 2. INFORMATION AND INTERPRETATION OF THE CULTURAL AND NATURAL HERITAGE OF THE LOCAL ENVIRONMENT.

Analysis of the resources and services of the tourist destination. Principles and objectives of heritage interpretation. Personal and non-personal interpretative means. Adaptation of the information to the different supports and ways of distribution of the information: Adaptation of the information in function of the types of target groups or tourists. Integration and interrelation of information

		Find the program for one of the online schools which instruct guides enclosed. GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. 2026 GVS provides employees with learning opportunities upon request.  TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf  THE_HUB_Formación _voluntaria_.pdf  Handbuch für die Gästebetreuung im Zielgebiet_16.03.2023.pdf  8.7 _ 8.8 curso_superior_guia_turistico_online.pdf
8.6. 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.)

2024

Go Vacation Spain does not provide Destination knowledge to guides

In Spain, a Degree in Tourism, Higher Technician in Tourist Information and Marketing, Technician in Tourist Companies and Activities (or any higher studies in those areas) includes schooling in the specific sustainable areas mentioned before, which means that all guides, even before hiring, are trained and skilled to attend to tourists. This is stipulated through [Decree 20/2015](#)

These degrees include units as UNIT 2. INFORMATION AND INTERPRETATION OF THE CULTURAL AND NATURAL HERITAGE OF THE LOCAL ENVIRONMENT.

Analysis of the resources and services of the tourist destination. Principles and objectives of heritage interpretation. Personal and non-personal interpretative means. Adaptation of the information to the different supports and ways of distribution of the information: Adaptation of the information in function of the types of target groups or tourists. Integration and interrelation of information

Find the program for one of the online schools which instruct guides enclosed.

GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore

		all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. 2026 GVS provides employees with learning opportunities upon request.  Handbuch für die Gästebetreuung im Zielgebiet_16.03.2023.pdf  8.7 _ 8.8 curso_superior_guia_turistico_online.pdf
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).	✓ ✓	@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) Guides 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 sustainable matters on "dertouristik-reiseleitung.com", inform about the DER Touristik Group's Code of Conduct when needed and about information materials on dertouristik.com.

2024

Depending on the characteristics of the activity and the type of employee (Tour guide, Representative, Tour leader), different information and/or advice is given to customers.

GVS, as a receptive B2B company, does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DERTOUR Destination Services AG, a Group-owned company based in Switzerland that provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients: *Sustainable destination input of each DMC Integrate Sustainable destination input of each DMC to your Extranet/Teams/Sharepoint, Handbuch/manual, onboarding meetings* Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. ~~The company~~ ~~Third-party~~ ~~hired~~ ~~Tour leaders, Reps, and Guides~~ works just as it does with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Moreover, in the case of Tour leaders, the Spanish Government requires officially certified guides to accompany any excursion or groups, thus relevant sustainability matters are of compulsory knowledge for all official Tour leaders.

		Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator, which is represented. With this in mind, Go Vacation Spain collaborates intensively with all colleagues to guarantee the following: Hiring qualified local guides or other local staff Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore, all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform. 2026 No changes.
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.	✓ —	All employees of the DER Touristik Group are obliged to pass the online training on child safeguarding of The CODE. The training is available since March 2023 and so employees are currently in the process of training. The REWE Group is taken care of the annual fee of The Code. 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.

2024

The DMC complies with the annual mandatory Child Safeguarding Training (The Code) for all employees.

GVS, a receptive B2B company, does not have any contact with the final client/tourist. The DMC is responsible for the provisions of local contracts, office space, and support at all its Destinations for the following Tour leaders, local reps, and guides:

DERTOUR Destination Services AG, a Group-owned company based in Switzerland provides all DMCs with Reps, Guides, and Tour leaders to attend DERTOUR clients. Other Group brands such as Apollo, Exim, or Fischer do send their Reps, Guides, and Tour Leaders to the DMCs and further allocate them to specific Destinations. Third-party: The concept of third-party hired Tour leaders, Reps, and Guides works just as it works with Group-own colleagues. Go Vacation Spain is responsible for the provisions of local contracts, office space, and support at all its Destinations. Go Vacation Spain does not forward the DMC values, but the values of the third-party Tour Operator which is represented.

With this in mind, Go Vacation Spain collaborates intensively with all colleagues to

guarantee the following:

Hiring qualified local guides or other local staff

Paying corresponding living wages, and providing safe and fair working conditions. (We expect the same from the suppliers that are hiring local staff on our behalf

GVS understands that guides are the intermediaries between the guests and the socio-cultural and environmental context of the Destination, conveying the appropriate behaviour. Therefore all guides hired by, or leading tours on behalf of the DMC must provide proof of official accredited training. Additionally, GVS provides employees with learning opportunities on sustainability topics and free access to the Travelife online learning platform.

There's no spokesperson for it at the DMC level, but DERTOUR Group employed Ulrike Braun and Miriam Landhofer in Human Rights and Child Protection as a contact person regarding the topic.

2026

No changes. As regards The Code, the course must be completed annually, so HR sends out the notification to all staff when head office requests upon campaign start; 2026, we have not yet sent out the notification as it usually starts by autumn/winter.

The percentage of staff who completed it in 2025 is: 69.40%

The Code certificates are stored both in each employee's SharePoint files and in their Bizneo profiles (see screenshots).



DER Touristik Group Policy Statement on Child Safeguarding.pdf



8.8 orange hmr 2023_03_20 10_53_26_.png



8.8 Was ist Corporate Responsibility und was machen wir genau__ _D_ Corporate

			Responsibility _ COMPASS.pdf
			8.7 _ 8.8 curso_superior_guia_turistico_online.pdf
			8.8 .1.png
			8.8.png

9. Destinations

4

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). 2024 Go Vacation Spain and DERTOUR Services are not directly engaging in expansion, as we do not choose Destinations. The current goal is to promote sustainable aspects of already existing Destinations within Spain. 2026 No changes.
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). 2024 All transport options for Destination are under annual revision due to contract expirations/renovations. Wherever feasible more sustainable transport is reviewed, however, public transport can only be partially considered, since one of the 3rd party income streams for the DMCs is transfers. 2026 No changes.
--	--	---

Local projects and initiatives

2

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 distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			2024 GVS is not engaging in initiatives that improve the relationships between accommodations and local producers. 2026 No changes.
9.4. Forbidden souvenirs			The DMCs of the DER Touristik Group have all partners and providers sign their Supplier

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).

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.apolloreise.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/>. The Regulations and bans apply to both live and dead specimens as well as parts thereof, such as horns, skins, hides, carapaces, etc.

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

2024

A statement has been introduced to the shared webpage: <https://dtservices.travel/sustainability/>
Moreover, the SCoC has a specific clause assessing the matter.

2026

The DMC website <https://www2.dtservices.travel/sustainability/> includes a specific “at a glance” paragraph that applies to all DMCs that are part of the DERTOUR Services Holding company:

What we do integrate sustainability aspects into our trips and create authentic holiday experiences. We promote and label certified products and make it easier for our customers to select and book. We do not promote the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs, or illegal substances, and abide by local and international laws in place to prevent this, whilst expecting the same procedure from all our providers. Wherever possible, we set sustainability standards within our supply chain to protect both people and the environment. By promoting animal-friendly products, we protect animals from poor conditions. (ANIMAL WELFARE) In 2019, we rolled out the [Supplier Code of Conduct](#) (SCoC) for the entire DERTOUR Group. As a result, we make human rights and ecological requirements on our service providers an integral part of contractual relationships with our business partners both at home and abroad. The SCoC is a voluntary commitment of suppliers to responsible, ethically correct behaviour. It includes behavioural guidelines that serve as an orientation framework for business partners in the joint business relationship. This means that contractual relationships with our business partners incorporate the social and legal framework conditions as well as the values of our company with regard to HUMAN RIGHTS. In our own business operations, we use resources responsibly and reduce our emissions. In the context of our

corporate climate targets, we optimise our energy consumption, paper consumption and business travel behaviour, among other things. However, we are not only reducing our CO2 footprint in our own business area, we also take measures to make our products more climate-friendly (Energy, Climate & Environment). We are pleased that you would like to reduce your carbon footprint by investing in myclimate – an international climate protection organisation! Here and now you can calculate and offset CO2 emissions caused by your flight, car journey or cruise. [Reduce your carbon footprint and support climate protection now!](#) For questions and remarks related to our sustainability / CSR policies, please contact [our Corporate Responsibility Group](#)



TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf



6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf

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/ 2024 https://dtservices.travel/privacy/ The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers.

		The DMC does also not manage the web pages that tourists/clients use to book services. Bookings are received through IT systems which are connected to the web pages (https://dertouristik-reiseleitung.com/datenschutzerklaerung/ / https://www.dertour.de/privacy/content) Keeping this in mind, "our clients" (other tour operators, hotels, etc.) receive a Data Protection clause included in our contract templates which is updated regularly. DERTOUR Group works with its own Data Protection Department (ProData) and forwards us all updated templates. In case a contract is signed that's not based on our template, we include two Annexes from our side which are firstly the Corporate Social Responsibility (code of conduct) and secondly the Data Protection as mentioned in our contracts. Please note: these documents are under constant revision. Updated documents to justify this requirement might not be up to date. 2026 No changes.  PLANTILLA LEGAL ASPECTS, DATA PROTECTION 2022 ES.docx
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.

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

This requirement does not apply because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators).

As DMC, we are not in charge of promotional material or marketing communications destined for "end customers/clients" which are always provided by DERTOUR Group directly (Group Brand management department headed by Lars Bolle, and Isabel Moos [Group Brand Management Manager]).

Nevertheless, find enclosed the SCoC which is handed out to all supplier/provider contracts.

2026

No changes.

		 10.2 Group Brandmanagement _ _D_ Group Brandmanagement _ COMPASS.pdf  6.2 SCoC_DER_Touristik_Anexo a Contrato_ESP_JUN2023.pdf
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. This requirement does not apply because DMCs are not involved in marketing and promotion (handled by its clients/ tour operators). Product information is collected by Content departments which elaborate "Magalogs"(hybrid format of magazine and catalog). Please see the attachments. As a DMC whose client is another DMC company, Tour Operator, etc. product and pricing are agreed upon through annexes to collaboration contracts and later on introduced into the IT systems used: i.e. https://www.atcom.net/

		(The content Team which is in charge of Spain's content and product information, is not affiliated to Go Vacation Spain or DERTOUR Services. It's a separate company: PMI Guest Services SL) 2026 No changes.  10.3 External use_GERMAN_B2C_DERTOUR Green Magalog_Bewusst Reisen_Europa_Nordafrika.pdf  10.03 DTFGMBH_CONTENTTEAMMALLORCA_270323_1111_70.pdf
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 \(dertouristik.com\)](https://www.dertouristik.com/Reisefuehrer-Shop-Individuelle-Reisefuehrer-fuer-Urlaub-und-Reisen-weltweit-l-inzumi)

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

Destination information, including sustainability aspects, is factually correct, balanced, and complete thanks to the content department, which is in charge to collect all information that goes into *Magalogs* and brochures (online and physical) as well as by the CCiD (Contact Center in Destination), to whom customers can reach out by phone or whats app to acquire any information necessary. Both departments are not locally managed by the DMC but centrally by DERTOUR Group GmbH in Germany.

i.e.: <https://dertouristik-reiseleitung.com/en/mallorca/>

2026

No changes.



10.3 External use_GERMAN_B2C_DERTOUR Green Magalog_Bewusst Reisen_Europa_Nordafrika.pdf

		 10.03 DTFGMBH_CONTENTTEAMMALLORCA_270323_1111_70.pdf  10.4 Reisebetreuung _ CCiD _Contact Center in Destination_ _ _D_ DER Touristik Köln GmbH _ COMPASS.pdf
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.

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-rejsjer/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 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-tipps 2024 The DMC (this includes Go Vacation Spain SLU) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers.
---	---	---	--

			2026
		No changes.	
		 RE_DER TOURISTIK GROUP _ MYCLIMATE.pdf	
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.	

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).**

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

2026

No changes. It has been requested to get the MyClimate link on the specific DERTOUR Group websites, but this again depended at that moment (2022) on Christian Grage, and has not been followed up (see action plan).

			 10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_MYCLIMATE _1_.pdf
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers.

		No changes.  10. customer info AW_ DMC Sustainability_Themen_ Reiseleitung webseiten_MYCLIMATE _1_.pdf
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.	✓	DER Touristik Germany GmbH: The company is managing bookings and so also partly/or entirely (depending on the DMC) handling the communication to the clients/endcustomers. All DMCs may answer "yes". All 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 Irland (coming soon) 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. “Engaged” portfolio has been created, including specific labelling regarding its positive impact made in the region (Carbon-Free; Social Impact; Women empowerment, etc.). Please consult the enclosed documents. All responsible excursions can also be found here: https://www2.dtservices.travel/sustainability/responsible-excursions/ 2026 No changes & attachments updated.  10.10 Boletín informativo sobre la gestión sostenible de productos.pdf  10.10 ResponsibleExcursions_Overview_Aproved_200126.xlsx.pdf	
10.11. Travel advise sustainable offers	✓	✓		2024

In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.		The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026

		No changes: The Travelife Partner award is communicated on the DMC website: https://dmc.dtservices.travel/destinations-2/spain-new/
--	--	---

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) 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour

		operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
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 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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
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.

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

			No changes.
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/ 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes. Find updated file enclosed.  10.16 tour operator contact info _1_.jpg  10.16 tour operator contact info _2_.jpg  10.16 _1_.jpeg  10.16 _2_.jpeg
10.17. Emergency situations	✓	✓	@DMCs: When working with DTS-CH reps , see page 113 - 116 in our guide manual. All

Guidelines are available and relevant personnel are educated on how to deal with emergency situations.

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/ 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes. Protocols are still valid.  TOUR LEADERS REPS GUIDES STUDY PLAN BOE_A_2009_14261.pdf  10.17 2019 05 Guidelines DMC Crisis Management engl.pdf
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.	✓ ✓	@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.

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/>

2024

The DMC is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

2026

		Travelife-developed Sustainability Codes of Conduct for consumers regarding different activity types have been published on the company website: Spain – destination touristic services SUSTAINABILITY_CUSTOMERS.pdf 0  7.14 _ 10.18 CoC.png
10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	✓ @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 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

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

2026

No changes.



			DER Touristik Group Policy Statement on Child Safeguarding.pdf  10.16 tour operator contact info _1_.jpg  10.16 tour operator contact info _2_.jpg
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 Inhouse tour operator: Manta Reisen (TourCert certified) For our TourCert certification, we did not have to address the issue of souvenirs. However, many of our specialist tour operators already have a text in their "Travel Tips", which they give to their customers with the travel documents. Manta Reisen's travel documents/tips, for example, say the following:

Information on SOUVENIRS in their customers travel documents:

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

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

Info on DER Touristik Germany:

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

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

Webpage: https://www.wwf.at/wp-content/uploads/2021/07/wwf_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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
--	--	---

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/ 2024
--	------------	---

		The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
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/ 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026 No changes.
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. More information at <https://www.dertouristik-foundation.com>

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

DMC clients are Tour Operators, not end clients/consumers.

2026

		No changes.
--	--	-------------

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.

2024

The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services).

		DMC clients are Tour Operators, not end clients/consumers. 2026 No changes, we do not have influence on that. Please see group answer "...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."
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. 2024 The DMC (this includes Go Vacation Spain and DERTOUR Services) is not directly involved with end clients/consumers. The DMC does not handle this information but its clients, the tour operators. The only departments in direct contact are Reps, Guides, and Contact Centers (Info services). DMC clients are Tour Operators, not end clients/consumers. 2026

		No changes.
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."

2024

		The DMC (this includes Go Vacation Spain) is not directly involved with end clients/consumers. DMC clients are Tour Operators and there are no guidelines for communication. Whenever there is a new client, communication takes place via B2B netiquette: emails are exchanged; visitations in our offices, etc. just as in any other regular company. 2026 No changes. Complaints are received and handled by DTS-CH, the guide team, not us. We do not receive that information.
--	--	---