

Sustainability Action Plan

DERTOUR GROUP SPAIN

GO VACATION SPAIN SLU

Introduction

The following Action Plan concerns Go Vacation Spain SLU, entity belonging to DERTOUR Group, as part of DERTOUR Group DMC Spain.

This Action Plan has been designed to guide follow-up and assess existing tasks, as well as create targets and deadlines to achieve more environmental, financial, and societal sustainability goals.

This Plan is valid from July 2026 until July 2028.

Overview

Action plan period: 30-03-2026 to 30-03-2028

Status overview: 06-07-2026

Criteria involved: 22

Criteria with all tasks completed: 3



Tasks involved: 28

Tasks completed: 4



Sustainability coordinator: Cindy Böckmann

Staff members involved:

Staff hours planned: 121

Financial resources planned: 0 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Engagement of company

Responsible

Start / End

EUR Hours

1.3 Trained sustainability coordinator/team

A. 2026: Creation of "GoAware Team"

Cindy Böckmann;

02-02-2026 /
28-02-2027

0

0

Implement a formal sustainable governance structure

Social cooperation

1.6 Donations

A. PENDING - Donations procedure at DMC-level

03-04-2023 /

0

0

The following action cannot be taken on national DMC level, as it affects the whole ecosystem of DERTOUR Sustainability Product and DERTOUR Foundation. These actions have to be assessed and organized together with Kathrin Sommer (Foundation), and Frederike Grupp (Sustainable Product DMC) and probably other relevant department heads on DMC-level. We are contemplating the possibility of adding to the excursions we offer activities that contribute to sustainability and ecology. Some of our ideas would be: A voluntary contribution of small amounts of money from the client when purchasing an excursion (similar to the contributions that can be made by the client when purchasing an excursion); Planting seeds or small plants during an excursion; The allocation by our company of a percentage of the profits; Visits

(commercial or not) in support of certain causes or companies. The destination of the economic contributions could be local causes, where only the amount collected in each destination is used, or a single general cause, which would use all the combined proceeds.

Baseline assessment

1.7 Overview partners/suppliers

A. PENDING - Including Sustainability Tab in operational systems Promoting the idea to include a sustainability tab in operational systems such as CORE/STS/ATCOM which are used at the DER Touristik Group level, to facilitate supplier/partner certification audits in order to automatize and cascade the audit workload. This action is pending on behalf of the DERTOUR Group Competence Center Digital Solutions, who focus on delivering innovative digital production solutions that support the DERTOUR Group's transformation and growth. Person of contact is Andreas Gantebein, Director Digital Transformation & Production.	Cindy Böckmann;	29-12-2022 /	0	0
B. PENDING - Implement overview process for partners and suppliers (Hotel) by Go Vacation Spain (3rd Party) purchasing Implementation of a system to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly. This action is pending on behalf of the DERTOUR Group Competence Center Digital Solutions, who focus on delivering innovative digital production solutions that support the DERTOUR Group's transformation and growth. Person of contact is Andreas Gantebein, Director Digital Transformation & Production.	Cindy Böckmann;	03-04-2023 /	0	0

Policy

1.10 Communication

A. 2026 Creation of "GoAware" Agent for DERTOUR employees ✓

With the implementation of Copilot licences, an agent has been created and is being tested. Go Aware will be able to inform about news and notifications in regard to sustainability initiatives from and from DERTOUR Spain, as well as putting all the information into perspective in regard to European and global standards.

Cindy Böckmann; 15-12-2025 / 06-05-2026 0 0

Action plan

1.12 Staff involvement

A. Inclusion of RSC questions to work environment questionnaire

The yearly work environment surveys will include RSC related questions about past, ongoing, and future actions, guaranteeing staff involvement.

Cindy Böckmann; 12-03-2026 / 17-03-2027 0 0

B. Annual Sustainability Training Calendar

Create and implement an annual training plan (virtual and in-person) for all departments, with minimum attendance requirements.

Cindy Böckmann; 24-03-2026 / 24-03-2028 0 10

Monitoring and evaluation

1.14 Staff Communication

A. Launch a bi-annual internal "Sustainability Newsletter"

Short digital update summarising achievements, supplier news & reminders.

Cindy Böckmann; 24-03-2026 / 24-03-2028 0 8

External reporting and communication

1.16 Public reporting

A. Annual Sustainability Report	Cindy Böckmann;	08-06-2026 / 08-06-2028	0	12
Publish an annual sustainability summary for transparency.				

2. Internal management: social policy & human rights

Social policy and human rights

2.4 HR Policy

A. Employee Sustainability Induction Module	Cindy Böckmann;	02-02-2026 / 31-05-2028	0	6
Create a mandatory onboarding sustainability module for new hires. Train new staff in several sustainability topics, specifically relevant to their field and/or department				
B. Create Sustainability Learning Pathway (4 modules per year)	Cindy Böckmann;	02-02-2026 / 31-01-2028	0	6
To ensure continuous training of staff, a learning plan needs to be developed.				

2.18 Persons with special needs

A. Accessibility Improvements in Offices	Cindy Böckmann;	01-12-2026 / 13-12-2028	0	6
Audit offices for accessibility barriers; implement 1–2 feasible improvements. Cost: Small (TBD)				

2.19 Measuring employee satisfaction

A. Reformulation of sustainability questions

Cindy Böckmann; 17-03-2026 / 31-03-2027 0 0

The annual workplace surveys will include more specific RSC-related questions about past, ongoing, and future actions to ensure staff engagement.

3. Internal management: environment and community relations**Procurement****3.1 Reduction of disposable and consumable goods**

A. Paper-Free Supplier Invoicing

Cindy Böckmann; 24-03-2026 / 24-03-2028 0 8

Implement paper-free invoicing across all DMC offices.

Energy**3.10 Energy reduction policy**

A. Unification of energy contracts

Cindy Böckmann; 16-01-2028 / 15-07-2026 0 0

It is planned to find a broker that can assess and coordinate all energy contracts, contracted by Go Vacation Spain, to reduce energy consumption and provide, where feasible, greener energy in all offices

3.12 Sustainable energy

A. Unification of energy contracts for all premises

Cindy Böckmann; 08-08-2023 / 0 0

Assessment is taken place to unify all the DMCs energy contracts in one tender.

This unified contract will include proposals for sustainable energy and assessment to install LEDs in all offices. This is handled by our Holding company (DER Touristic Services), thus, the staff responsible cannot be added to this action.

Waste management

3.25 Plastic water bottles

A. Delivery Water +dispenser still ongoing for FUE&ACE

Cindy Böckmann; 27-01-2026 / 31-12-2026 0 0

There's still no more sustainable solution for FUE and ACE. Water is bought locally in big canisters, and water bottles have been provided by the company. There's unfortunately no fixed deadline, as we depend on third party suppliers and infrastructures.

Mobility

3.35 Transport reduction

A. Formal sustainable teleworking policy

Cindy Böckmann; 02-02-2026 / 24-08-2027 0 0

Linking teleworking with emissions reduction

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

Accommodations

6.3 Certified accommodations

A. Enclose Audit as soon as feasible Most Contracting is monitored through DERTOUR Group GmbH systems, thus, as soon as we get access to the data, we will enclose it.	Cindy Böckmann;	13-10-2025 / 31-10-2027	0	0
B. Request sustainability documentation from hotels Upon contracting, certificates, policies, risk assessments, etc. are requested for archiving and auditing.	Cindy Böckmann;	27-04-2026 / 24-03-2028	0	12

7. Activities

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

A. Make specific COC's available digitally ✓ Publish tab with specific COCs at the DTS website, as soon as technical issues are resolved	Cindy Böckmann;	06-11-2025 / 31-07-2026	0	0
B. Inclusion of awareness clause into contract template ✓ Include clause: 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.	Cindy Böckmann;	23-03-2026 / 20-05-2026	0	0

8. Tour leaders, local representatives, and guides

Tour leaders, local representatives and guides

8.4 Sustainability policy

- A. Introduce a feedback loop for guides on sustainability
Guides from all entities can report unsustainable supplier behaviour.

Cindy Böckmann; 07-10-2026 / 06-10-2028 0 10

8.7 Customer communication

- A. PENDING - Sustainable goals Reps & Guides & DMC
DERTOUR Group DMC representative Lisa Jansen and DTS-CH representatives are monitoring and evaluating the progress of customer communication guidelines for guides and reps in all DERTOUR Group Destinations. Thus, responsibility lies within DERTOUR Group GmbH to instruct the DMCs on further tasks.

Cindy Böckmann; 24-11-2025 / 30-11-2026 0 0

- B. Visitor Behaviour Guidelines for Guides to Share with Guests
Create a standard sheet for guides to highlight local customs, nature protection, waste disposal rules made available by Go Vacation Spain to all guides.

Cindy Böckmann; 15-06-2026 / 15-06-2028 0 8

9. Destinations

Selection of destinations

9.1 Sustainable destinations

- A. Develop a destination sustainability profile for each region
Environmental issues, cultural values, seasonal risks.

Cindy Böckmann; 03-08-2026 / 03-08-2028 0 20

Local projects and initiatives

9.3 Local economic network

A. Collaborate with local tourism boards	Cindy Böckmann;	24-03-2026 /	0	15
Joint sustainability projects or workshops.		24-03-2028		

10. Customer communication and protection

After booking and during holidays

10.18 Activities do's and don'ts

A. Make specific COC's available digitally ✓	Cindy Böckmann;	16-03-2026 /	0	0
Publish tab with specific COCs at the DTS website, as soon as technical issues are resolved		15-07-2026		