

Sustainability policy of GO VACATION SPAIN SLU



Purpose

This policy establishes a forward-looking, environmentally responsible, and socially sustainable framework that guides all operations and activities of Go Vacation Spain SLU as global B2B incoming agencies. The company is committed to strengthening its alignment with international sustainability standards and continuously improving its performance across all sustainability pillars. This includes sustainable management and legal compliance; social policy and human rights; environmental management relating to destinations, internal operations, transport, accommodations, excursions, activities, representatives, and guides; and customer communication and protection.

Building on our current achievements, we will prioritise continuous improvement, measurable progress, and transparent reporting. Our aim is to embed sustainability deeper into everyday decision-making, increase collaboration with employees, suppliers, and industry partners, and proactively address emerging environmental and social challenges. Through this policy, we reaffirm our long-term commitment to responsible business practices, positive local impact, and the protection of people, destinations, and natural resources.

Scope

This policy applies to all operations carried out by Go Vacation Spain and is binding for all employees on permanent or fixed-term contracts, interns, volunteers, and freelance collaborators. It also extends to clients, providers, and suppliers engaged with our companies, who are expected to operate in accordance with our sustainability commitments and Codes of Conduct.

The Sustainability Coordinator is responsible for guiding and overseeing the implementation of this policy; however, its execution is a shared responsibility across all departments and individuals.

This policy does not directly apply to employees contracted by DTS-CH, the group-owned company in Switzerland responsible for Tour Leaders, Guides, and Representatives for all DMC destinations. Nevertheless, we will continue to collaborate closely with DTS-CH to ensure alignment with our sustainability principles wherever operationally feasible.

Sustainability management & legal compliance

Sustainability Commitment

Go Vacation Spain's leadership is committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

The Travelife platform is used to report sustainability progress and to monitor and evaluate progress. Both companies are committed to (publicly) communicating sustainability performance (through the Travelife report) every two years.

Sustainability management & legal compliance

Go Vacation Spain SLU is committed to continuous improvement in all areas of sustainability by regularly monitoring and evaluating this policy, maintaining a clear organisational structure with defined responsibilities, allocating adequate resources (including personnel, training, and budget) and strengthening cross-departmental collaboration while expanding sustainability awareness among employees and partners.

The companies will continue enhancing governance systems to ensure sustainability is fully embedded in internal operations, procurement, supplier engagement, guest services, and destination management. They strictly comply with all applicable local, regional, national, and international laws and regulations related to human resources, labour rights, human rights and children's rights, land and property rights, environmental management, wildlife protection, and land use, and uphold a strict Code of Conduct with zero tolerance for corruption, bribery, forced labour, human trafficking, discrimination, or any human-rights violations, applying these standards to all employees, partners, and suppliers ensuring sustainability remains a core pillar of responsible business management.

Internal management: social policy & human rights

Employees, Well-Being & Professional Development

Go Vacation Spain SLU recognises that employees are our most valuable asset, and we are committed to ensuring their well-being, safety, and professional growth. To support this commitment, we maintain a clear human resources framework that guarantees full legal compliance; a safe, healthy, and welcoming workplace; and fair, transparent employment conditions for all staff, including permanent and fixed-term employees, interns, volunteers, and freelance collaborators. We actively promote inclusion and equal opportunity, ensuring equitable access to training, professional development, promotion, and benefits. Training opportunities include topics such as sustainability, human rights, equality, and job-related skills, and staff are encouraged to participate in sustainability planning and continuous improvement activities.

Ethical Conduct & Human Rights

The companies uphold a strict Code of Conduct and maintain a zero-tolerance policy toward bribery, corruption, discrimination, forced labour, human trafficking, and all violations of human rights, including the rights of children. All employees, partners, and suppliers must comply with these standards, and non-compliance may result

in corrective action or termination of collaboration. We expect our partners and suppliers to mirror our values and commitments, contributing to ethical, fair, and responsible operational practices.

Child Safeguarding

Go Vacation Spain SLU firmly condemns all forms of sexual exploitation of children and support all legislative efforts to prevent and prosecute such crimes. We expect all employees, partners, and customers to refuse any involvement in child exploitation and to report any suspected cases immediately. Breaches of this policy (as well as the DERTOUR Group Child Safeguarding Policy and the DERTOUR Group Supplier Code of Conduct clauses 3.4, 3.5, 3.6, and 3.7) may lead to dismissal, reporting to authorities, and the termination of cooperation.

Since 2002, DERTOUR Group—and therefore its DMCs, including Go Vacation Spain SLU —has been a member of The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism. We remain committed to implementing concrete actions to prevent this crime. This includes working only with partners who have clear child protection policies and ensuring all staff receive annual training on how to identify, respond to, and report child safeguarding concerns or emergencies.

Internal management: environment

Go Vacation Spain SLU is committed to minimising the environmental impact of their internal operations and strengthening sustainable practices across all departments. In line with our sustainability values and mission, we actively follow environmentally responsible principles and continuously work to reduce our footprint in the areas of energy, water, waste, purchasing, and office operations. Our approach builds on the measures already in place — including compliance with environmental regulations, responsible procurement, monitoring of resource use, proper waste separation, and energy-efficient workplace habits, which are fully established within our current policy.

We will continue reinforcing existing practices such as printing only when necessary, using double-sided and grayscale settings, ensuring all paper is FSC or equivalent certified, switching off or unplugging equipment when not in use, and separating waste into plastic, organic, paper, glass, and e-waste streams — with e-waste specifically managed by the IT Department.

To further reduce our carbon footprint, we will continue limiting business travel, promoting remote work where feasible, and installing energy-efficient equipment and appliances, particularly in IT operations. We will also strengthen our responsible procurement approach by prioritising local, seasonal, fair-trade, bulk, and sustainability-certified products whenever possible, following the commitments already present in the policy.

Success will be measured through improved resource efficiency, reduced waste generation, increased staff participation, and strengthened alignment with international sustainability standards. Through these commitments and ongoing improvements, environmental responsibility will remain central to daily decision-making at Go Vacation Spain SLU, ensuring meaningful and measurable impact across our workplace and community.

Carbon management of office operations

- Go Vacation Spain is committed to reducing its carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reducing business travel
 - Encouraging remote work whenever possible
 - Installing energy-efficient equipment and appliances (IT equipment)

General suppliers policy

Suppliers are an essential part of Go Vacation Spain SLU's value chain, and we recognise that our environmental and social impact is deeply connected to the practices of the partners we work with. As a B2B incoming agency and holding company, our supply chain includes accommodation providers, transport partners, activity and excursion operators, local service providers, technical suppliers, and other tourism-related entities. Because customer experiences, operational quality, and sustainability outcomes are shaped by these partners, responsible supplier management is a fundamental pillar of our sustainability policy.

Go Vacation Spain SLU is committed to sourcing products and services responsibly, avoiding negative impacts on society, culture, and nature, and maximising the positive contribution to local destinations. We prioritise suppliers that are locally owned or managed, use local and seasonal products, hire and treat staff fairly, and operate in a transparent, ethical, and environmentally responsible manner. All suppliers are required to comply with our Supplier Code of Conduct, which sets expectations related to legal compliance, anti-corruption, child protection, human rights, labour rights, fair treatment, non-discrimination, health and safety, environmental standards, and responsible practices regarding wildlife, land use, and souvenirs.

The companies maintain a zero-tolerance approach toward violations of human rights, corruption, bribery, or child exploitation. Any supplier found to be in breach of our [Code of Conduct](#) will face immediate review, potential termination of cooperation, or reporting to relevant authorities. We will also continue promoting awareness of child safeguarding among suppliers and selecting partners who have documented policies and procedures in place.

Transport

Transport providers play a central role in the guest experience and represent one of the most significant environmental and social impact areas within the tourism value chain. Go Vacation Spain SLU works exclusively with transport partners who adhere to the company's Code of Conduct and meet strict standards related to safety, legal compliance, labour conditions, environmental performance, and child safeguarding.

Providers will be informed of our sustainability goals and Code of Conduct requirements and, where relevant, will be encouraged to adopt measures such as fuel-efficient driving, fleet modernisation, reduced idling, improved maintenance practices, and safe and ethical staff conditions. We will encourage partners to explore opportunities for greater efficiency and lower environmental impact, such as route planning, vehicle occupancy optimisation, and exploring cleaner fuel options when possible.

Accommodations

Accommodations are a core component of the tourism experience and represent one of the most influential areas of our environmental and social impact. Go Vacation Spain SLU works exclusively with accommodation providers that adhere to the company's Code of Conduct and demonstrate responsible practices regarding labour rights, guest safety, environmental management, community impact, and child safeguarding.

Activities & Excursions

Activities and excursions form a central part of the destination experience and represent one of the most sensitive areas in terms of environmental, cultural, and social impact. Go Vacation Spain SLU works exclusively with activity and excursion providers that adhere to the company's Code of Conduct and demonstrate responsible practices that respect local customs, cultural integrity, community well-being, natural resources, and wildlife.

Go Vacation Spain SLU will maintain and strengthen a clear overview of all activity providers, including their sustainability commitments, certifications, risk factors, and operational practices. When selecting new activities or partners, the company will apply strict sustainability criteria, prioritising those who demonstrate environmental responsibility, safe and fair labour practices, cultural sensitivity, and respect for local communities and ecosystems. Preference will be given to partners who hold recognised third-party certifications or who follow documented sustainability standards, including Travelife-aligned frameworks or Activity Codes of Best Practice.

Providers will be informed of our Code of Conduct requirements, child safeguarding obligations, and the need to avoid any activity that harms people, animals, or the environment. In line with our existing policy, Go Vacation Spain SLU will not offer or promote excursions that negatively impact wildlife, local communities, cultural heritage, or essential natural resources such as water and energy.

Collaboration will be central to advancing sustainability in activities and excursions. Go Vacation Spain SLU will work closely with partners to identify improvement opportunities, co-develop more responsible experiences, and promote community-based tourism initiatives where appropriate. Any provider found to violate human rights, child protection standards, environmental regulations, or our Code of Conduct may be subject to immediate review, corrective action, or termination of cooperation.

Tour leaders, local representatives, and guides

Tour leaders, local representatives, and guides play a vital role in delivering high-quality guest experiences and serving as cultural and environmental ambassadors in each destination. Go Vacation Spain SLU works with a diverse network of professionals, including group-owned DTS-CH representatives, guides and tour leaders from DERTOUR Group brands (such as Apollo, Exim, and Fischer), as well as third-party tour operator staff assigned to local destinations. All individuals representing the company must operate in accordance with our sustainability values, Code of Conduct, and Child Safeguarding requirements.

Training remains essential to responsible guiding. All tour leaders, local reps, and guides must provide proof of official accredited training and will continue to receive access to sustainability-related training opportunities, including the Travelife online learning platform and internal sustainability briefings. They will also receive guidance on responsible visitor behaviour, cultural sensitivity, local environmental issues, and child protection protocols, enabling them to act as informed intermediaries between guests and destination communities.

We will continue communicating sustainability expectations clearly through our Code of Conduct, staff agreements, partner communication, and regular coordination with DTS-CH. These expectations include respecting local communities, protecting cultural heritage, promoting environmental awareness, and ensuring that no activity or interaction harms people, wildlife, or natural resources. All staff must refuse and immediately report any form of child exploitation, consistent with DERTOUR Group Child Safeguarding Policy and The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism.

Destinations

Go Vacation Spain SLU operates in destinations where tourism can create positive economic, environmental, and social value for local communities. Our connection to these destinations is deeply rooted in our role as a B2B incoming agency, working closely with local suppliers, authorities, community groups, guides, and tourism partners to deliver meaningful guest experiences while safeguarding the cultural and natural heritage of each location. In line with our sustainability values, Go Vacation Spain SLU does not support destinations with questionable human-rights records or practices that contradict our ethical, social, environmental, or child safeguarding commitments.

Customer communication and protection

As a B2B incoming agency, Go Vacation Spain SLU works closely with tour operators, partners, and destination stakeholders to ensure clear, accurate, and responsible communication that protects both our clients and the end traveller. Although we do not directly interact with final customers in most cases, we play a critical role in ensuring that the information shared through our partners is transparent, accurate, responsible, and aligned with our sustainability commitments.

Customer protection remains a core priority. We will continue supporting our partners in ensuring that all travellers are protected through safe activities, responsible suppliers, well-trained staff, and consistent adherence to our Code of Conduct and Child Safeguarding Policy. Internally, we will work to ensure that any traveller concerns reported to us through partners or representatives are addressed promptly, transparently, and collaboratively.

Go Vacation Spain SLU is committed to protecting personal data and respecting privacy. All customer information shared with us by partners is handled confidentially and in compliance with applicable data-protection regulations. We will continue strengthening internal data-handling practices, ensuring secure storage, limited access, and responsible communication of information.

Customer satisfaction will continue to be supported through strong collaboration with partners, improved communication flows, and timely operational support. We will monitor guest feedback shared by our tour operator partners, local representatives, and guides to identify opportunities for improving service quality, safety, and sustainability performance. Success in customer communication and protection will be measured by accurate and responsible information delivery, strengthened sustainability messaging, enhanced data-protection practices, improved partner feedback, and a positive, safe experience for all travellers visiting our destinations.

Contact / Responsible person

The implementation of this Sustainability Policy is overseen by the Sustainability Coordinator, who serves as the primary contact for all sustainability-related matters and is responsible for guiding, monitoring, and coordinating the company's sustainability actions across all departments.

Employees, partners, and suppliers are encouraged to contact the Sustainability Coordinator at: cindy.boeckmann@dtsservices.travel for any questions, feedback, or reporting needs regarding this policy.

While the Sustainability Coordinator leads implementation, sustainability is a shared responsibility: all employees of Go Vacation Spain SLU play an active role in applying the principles and actions outlined in this policy within their respective roles and departments.

Definitions

- **DMC:** Acronym for *Destination Management Company*. A DMC is an intermediary linking a network of local travel service suppliers and travel agencies who resell those services to travellers. Since DMCs usually operate from the said Destination, they have extensive knowledge of its specifics, regional potential, and local suppliers. DMC and Go Vacation Spain can be used synonymously depending on context.
- **Go Vacation Spain:** The fiscal name of the Spanish DMC. The Acronym GVS is often used.
- **DERTOUR Services:** Holding company with 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. It solely acts as a Holding company i.e. a company created to buy and own the shares of other companies, which it then controls.
- **B2B** is defined as a type of transaction that occurs between two businesses. Business-to-business transactions usually involve goods and services that help one business to operate.
- **DTS-CH:** Acronym for Destination Touristic Services Switzerland. A group-owned company that provides all DMCs with a professionally trained staff that is going to treat end clients (tourists). As a B2B receptive incoming agency, we do not treat this kind of client.
- **Tour Guide:** Defined as *a person officially licensed by the state to conduct tours. Tour Operators employ Tour Guides to either provide their services at specific sites or even accompany the group throughout the tour acting as Tour leaders as well when required.*
- **Reps (Representatives):** Defined as *the responsible person for looking after groups of holidaymakers on package holidays, often at international destinations. They make sure that everything runs smoothly, handling any complaints and resolving problems. Typical duties involve undertaking pre-holiday research into local facilities and hotel visits.*
- **Tour Leader:** *The person assigned to be together with a group from the beginning to the end of the tour. He/she will be together with the group 24/7, giving general guidance and practical support throughout the tour whether it is a conventional tour or a group bus tour.*
- **DT-DE:** Namely *DERTOUR Deutschland*, is the term given to all German source market clients.
- **DERTOUR Nordic:** Term referring to all Nordic DERTOUR Group-owned companies/brands such as Apollo, Exim, and Fischer.
- **DTHR:** Namely DERTOUR Hotels & Resorts, is the term given to refer to Group own hotel and resort brands/accommodations such as Aldiana, CCOOEE, etc.

Effective date

This policy is effective from Monday, 3rd of April 2023

Revision history

2024

This policy was revised on 30.07.2024 due to:

- Commercial name changes worldwide: all *DER Touristik* brands were renamed to DERTOUR. This affects the holding company (*DER Touristik Services*), which is included in this policy and Partner Status (DERTOUR Services), and other brand names from stakeholding companies of the *DERTOUR Group*

2026

This policy was revised on 23.03.2026 due to:

- Travelife Partner status renewal in July 2026