

Sustainability Policy of DTS Cyprus Ltd.



A proud Travelife Partner



Our Company

Established in 2019, DTS Cyprus Ltd. became one of the largest incoming agencies in Cyprus, representing since years several tour operators from different European countries. Our main characteristics include a high sense of competitiveness, strong supplier relationships, outstanding networking, excellent business reputation and the ability to effectively handle a range of volume clients. Particularly, we have the strong ability to secure beds in well-located and popular establishments with attractive rates.

At DTS Cyprus Ltd., we offer a wide range of services designed to meet the diverse needs of our clients. With a focus on quality and flexibility, we provide accommodations and a variety of travel experiences, from group activities to personalized itineraries. Whether for leisure or special requests, we ensure every trip is tailored to provide the best possible experience for our clients.

Our competitive edge is built on strong supplier relationships, a proven track record of delivering exceptional service, and our ability to manage both large and smaller-volume clients with precision. We remain dedicated to promoting the image of our principals, increasing their visibility, and driving sales, all while delivering unparalleled customer service.

Our multilingual team, fluent in English, German, Russian, Italian, Dutch, French, and Greek, provides continuous support, available 24/7, throughout the year to ensure our clients receive assistance whenever needed. From booking accommodations to organizing transfers, excursions, and unique activities, we manage every aspect of the holiday experience with the utmost care.

Our Mission

DTS Cyprus Ltd. is unwavering in its commitment to fostering a sustainable future, with a clear focus on enhancing the social, economic, and environmental well-being of the communities within our operational purview.

Our dedication extends to actively seeking improvements in the environmental, social, and economic dimensions of communities deeply intertwined with the tourism industry. Our overarching goal is to mitigate the adverse effects of tourism by offering socially and environmentally responsible products to our esteemed guests, all while actively engaging with and benefiting our local communities. Our primary objective is to craft sustainable solutions that not only enhance the vacation experiences of our clients but also contribute to the overall well-being of our employees and stakeholders throughout our supply chain.

Deeply ingrained in the fabric of our organization are our core values, which serve as the bedrock of our mission. These values encompass an unwavering commitment to safety, a heartfelt concern for the well-being of individuals, an unyielding dedication to environmental preservation, and an ironclad commitment to personal and corporate integrity. These guiding principles are the compass that unwaveringly directs us toward the realization of a sustainable and promising future.

Purpose

DTS Cyprus Ltd. is dedicated to reducing its environmental footprint, fostering sustainable growth, and motivating others to join in these efforts.

The purpose of a sustainability policy at DTS Cyprus Ltd. is to create a well-defined and all-encompassing framework that provides guidance for our organization towards responsible and ethical practices. This policy serves as a roadmap to minimize any adverse effects of our operations on the environment, society, and local communities while maximizing the positive contributions we can offer. It seeks to strike a balance between the economic advantages of our services and the preservation of natural resources, cultural heritage, and the overall welfare of the regions we operate in. By outlining our specific goals, objectives, and strategies, our sustainability policy helps align our efforts towards building a sustainable and enduring presence that benefits both the present and future generations.

Scope

This policy extends to encompass all individuals and entities affiliated with DTS Cyprus Ltd., including employees, contractors, suppliers, and stakeholders. It encompasses all aspects of our operations, including but not limited to sustainable tourism practices, environmental stewardship, social responsibility, and community engagement.

The policy does not cover the personal and non-business activities of individuals outside of their roles within DTS Cyprus Ltd. Additionally, it does not pertain to matters governed by specific legal regulations that are beyond the control of DTS Cyprus Ltd...

The implementation of this policy is the collective responsibility of all DTS Cyprus Ltd. employees and contractors, with the support and oversight of our management team. The policy's impact extends to our immediate and extended network of partners, collaborators, and the communities we operate within.

Sustainability management & legal compliance

Sustainability commitment

The leadership team at DTS Cyprus Ltd. is fully dedicated to upholding the company's sustainability standards and aligns with the company's sustainability mission statement and policy. We will leverage the Travelife platform for reporting our sustainability advancements, continuously monitoring, and assessing our progress. Our commitment extends to regularly sharing our sustainability performance, as documented in the Travelife report, with the public every two years.

Sustainability management & legal compliance

DTS Cyprus Ltd. is firmly dedicated to the perpetual enhancement of sustainability measures, which encompass the systematic monitoring and assessment of our sustainability policy. We allocate dedicated personnel and resources to effectively realize our sustainability objectives.

Our commitment extends to full compliance with all pertinent local, regional, national, and international regulations governing various aspects, including but not limited to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We rigorously adhere to a stringent Code of Ethics, underscored by a zero-tolerance stance against corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

At DTS Cyprus Ltd., we hold a deep appreciation for our employees as the cornerstone of our ability to deliver enriching travel experiences to our valued customers. To uphold this commitment, we maintain a comprehensive human resource policy, with a steadfast focus on the following principles:

- **Legal Compliance:** We operate in strict accordance with all applicable legal requirements to ensure the rights and well-being of our employees.
- **Safe and Healthy Workplace:** Our workplace is founded on the principles of safety, health, and a welcoming atmosphere, fostering an environment where our team can thrive.
- **Equitable Contract Conditions:** We are dedicated to providing our employees with fair contract conditions, including equitable compensation that reflects their contributions and dedication.
- **Continuous Training:** We invest in the professional development of our employees, offering training opportunities encompassing sustainability, prevention of sexual harassment and exploitation, and industry specific knowledge.
- **Sustainability Participation:** We actively engage our employees in sustainability planning activities, valuing their input and insights.
- **Inclusion and Equal Opportunity:** DTS Cyprus Ltd. is unwavering in its commitment to promoting inclusion and equal opportunity for all employees. This extends to areas such as compensation, promotion, distribution of benefits, and professional growth opportunities.

Internal management: environment

Environmental management of office operations

DTS Cyprus Ltd. hold an unwavering commitment to minimizing the environmental impact of our business operations. We actively adhere to sustainable and environmentally conscious principles, embracing the 5Rs - Refuse, Reduce, Reuse, Repurpose, and Recycle. Our comprehensive approach includes the following measures:

- **Regulatory Compliance:** We rigorously follow all local and national regulations pertaining to environmental laws, ensuring strict adherence in all aspects of our operations.
- **Resource Monitoring:** We continuously measure, monitor, and assess the utilization of commodities and products across our operations, with a particular focus on water, waste, paper and energy.
- **Sustainable Procurement:** Our procurement practices prioritize locally-sourced, seasonal, fair trade, and minimally packaged office supplies. Whenever possible, we opt for sustainability-certified products to further our commitment to responsible resourcing.
- **Responsible Printing:** Printing is a last resort for us, and when necessary, we strictly adhere to double-sided, grayscale printing practices. Our paper choices always meet the FSC or equivalent certification standards, with a preference for materials containing the highest percentage of post-consumer content.
- **Energy Efficiency:** All common areas are equipped with energy-saving measures, and our equipment and lighting are energy-efficient. We diligently ensure that all equipment is turned off, unplugged, or in sleep mode when not in active use.
- **Waste Management:** We segregate waste into specific categories, including plastic, paper, metal, glass, and e-waste based on the local regulations. Proper disposal is ensured, either through collaboration with a private waste management company or municipal channels.
- **Pollution Mitigation:** We are dedicated to minimizing noise, light, and air pollution, striving to create an environment that is harmonious with the natural surroundings and respectful of the local community.

Through these comprehensive measures, we aim to maintain a minimal direct footprint and uphold our commitment to environmental stewardship.

Carbon management of office operations

Our unwavering commitment lies in reducing our carbon footprint and minimizing travel to the greatest extent feasible. To achieve this goal, we have adopted a multi-faceted approach:

- **Travel Reduction:** We actively seek opportunities to minimize travel, continuously evaluating the necessity of each trip to reduce our overall travel footprint.
- **Carbon Footprint Monitoring:** We rigorously monitor and measure our carbon footprint, with a steadfast aim to reduce it to the fullest extent possible.
- **Remote Work Promotion:** Whenever feasible, we encourage remote work options for our employees. In instances where remote work is not possible, we facilitate eco-conscious transportation choices to empower our team members to limit their carbon impact.
- **Offset Commitment:** DTS Cyprus Ltd. is fully committed to offsetting, to the highest possible decree, both direct and indirect carbon emissions stemming from travel and fossil energy consumption. We achieve this through collaboration with esteemed carbon offset organizations or by own and customer engagements i.e., planting trees etc.
- **Sustainable Procedures:** We implement stringent procedures, including proper maintenance protocols for our vehicle fleet.
- **Energy Efficiency:** Wherever possible and appropriate, we invest in energy-efficient equipment and appliances to reduce energy consumption and enhance sustainability.

Through these concerted efforts, DTS Cyprus Ltd. aims to play a pivotal role in mitigating our environmental impact, reducing our carbon footprint, and fostering a culture of eco-consciousness throughout our organization.

General Vendors policy

DTS Cyprus Ltd. is unwavering in its commitment to responsible sourcing of products and services, diligently striving to mitigate adverse impacts on society, culture, and the environment and we endeavor to maintain a consistent commitment to sustainability in our dealings with suppliers, seeking alignment with our high standards whenever feasible.

Our preference is to collaborate with partners who share our resolute commitment to sustainability. We seek out partners who have formally integrated sustainability into their business ethos, either through a documented sustainability statement within their business policy or the establishment of a well-defined sustainability policy.

We actively seek suppliers within destination areas that are locally owned or managed, advocate for the use of local and seasonal products and services, and contribute positively to the local community through equitable employment practices and fair working conditions.

Whenever feasible, our company aligns itself with partner companies that adhere to tourism-specific, internationally recognized sustainability certifications, often accredited by the Global Sustainable Tourism Council (GSTC). We also consider sustainability certifications such as Travelife or ISO.

Our company's expectation is that our suppliers uphold a comprehensive code of conduct which encompasses several key responsible business practices, including:

- Adherence to all applicable local, regional, national, and international regulations.
- Respect for human rights, including labor rights, children's rights, and women's rights.
- Commitment to fair employment conditions.
- Adherence to anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies.
- Protection of children from (sexual) exploitation through tourism.
- Preservation of the environment and natural resources.
- Actions that prioritize the best interests of local communities.
- Safeguarding the interests of DTS Cyprus Ltd.

In line with our zero-tolerance stance, DTS Cyprus Ltd. will promptly sever any relationships with suppliers found to be in violation of our Code of Conduct. Specifically, this applies to acts of bribery, corruption, discrimination, or human rights violations.

DTS Cyprus Ltd. is dedicated to raising awareness among our suppliers regarding the adoption of sound social and environmental practices and minimizing their carbon footprint. We actively engage with suppliers to enhance their sustainability performance, fostering a culture of continuous learning and improvement. We encourage suppliers to embark on their sustainability journey and provide support and resources as needed.

Maintaining transparent and open lines of communication with our suppliers and partners is paramount to our collaborative efforts. We welcome feedback from our stakeholders on all topics, particularly those related to sustainability, to ensure the mutual advancement of our shared goals.

Partner agencies and Vendors

DTS Cyprus Ltd. is unwavering in its commitment to conducting business ethically and sustainably. Our partnerships with agencies and other Vendors are carefully selected to ensure they fully align with our Code of Conduct for Business Partners, reflecting our shared values and dedication to responsible tourism.

Throughout the entire lifecycle of our travel packages, we entrust our partners to champion the well-being of local communities and the preservation of natural environments. Their actions are expected to mirror our core principles, safeguarding both the cultural and ecological integrity of the destinations we explore, and enhancing the overall travel experience for our guests.

To empower our partners in their journey towards sustainability, we go above and beyond by encouraging them to entry to the Travelife online learning and reporting platform. By doing so, we equip our partners with a remarkable tool necessary to continually improve their sustainability practices, ensuring a shared commitment to responsible and environmentally conscious tourism.

By fostering strong, ethical partnerships and promoting sustainability education, DTS Cyprus Ltd. aims to create a positive and lasting impact on the travel industry, where ethical and responsible practices are embraced, benefiting all stakeholders involved.

Transport

DTS Cyprus Ltd. maintains strict criteria when engaging with transportation providers, ensuring their adherence to our comprehensive Code of Conduct for Business Partners.

In our commitment to responsible travel, the company places a strong emphasis on selecting environmentally friendly transportation options for our guests' journeys, within our destination. Our choice of transport considers multiple factors, including distance, affordability, route efficiency, and passenger comfort.

To drive our sustainability efforts further, we have established a set of clear guidelines aimed at minimizing greenhouse gas emissions associated with transportation. These measures encompass:

- Giving preference to ground transportation for short haul travel.
- Encourage travelers to embracing the use of public transportation within our destinations, promoting ecofriendly mobility.
- Selecting vehicle sizes that align with group sizes, ensuring efficiency in transportation while considering the most fuel-efficient options available.

Furthermore, DTS Cyprus Ltd. is dedicated to offsetting the unavoidable greenhouse gas emissions generated through transportation. These costs are either integrated into the package price as a default inclusion or actively offered to clients as a booking option, reinforcing our commitment to sustainability and responsible travel practices.

Accommodation

DTS Cyprus Ltd. only works with accommodations that adhere to the company's Code of Conduct for Business Partners.

In the accommodation selection process, we consider the sustainability practices of an accommodation by considering their sustainability management and social and environmental footprint.

Our company favors the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs, and traditions.

Activities & Excursions

DTS Cyprus Ltd. strictly partners exclusively with excursion providers who align with the company's Code of Conduct for Business Partners.

Every excursion and activity organized by or on behalf of DTS Cyprus Ltd. places utmost importance on upholding local customs, traditions, cultural heritage, and the preservation of natural resources.

Our company is firmly committed to ensuring that no excursions or activities it offers have adverse effects on humans, wildlife, the environment, or essential natural resources such as water and energy.

We actively seek excursions and activities that actively contribute to the welfare of local communities, uphold animal welfare standards, and actively participate in environmental conservation efforts.

DTS Cyprus Ltd. has diligently formulated comprehensive guidelines, including Codes of Conduct, designed specifically for excursions that involve sensitive environmental and cultural aspects. These guidelines are proactively communicated to guests and diligently put into practice by excursion providers and guides.

Tour leaders, local representatives, and guides

DTS Cyprus Ltd. is firmly committed to engaging qualified local guides, porters, drivers, and other local staff, ensuring that they receive fair and sustainable wages, along with providing them secure and equitable working conditions. We maintain the same expectations for our suppliers who employ local staff on behalf of DTS Cyprus Ltd.

Recognizing the pivotal role guides play as the vital link between our guests and the social, cultural, and environmental aspects of the destination, DTS Cyprus Ltd. places great emphasis on ensuring that all guides, whether hired by us directly or leading tours on our behalf, undergo regular training and possess a deep knowledge of sustainability matters relevant to the destination.

At DTS Cyprus Ltd., we prioritize the training of our guides on crucial issues, particularly the prevention of sexual exploitation of children in the context of tourism. This is a fundamental aspect of our commitment to responsible and ethical tourism practices.

DTS Cyprus Ltd. actively facilitates continuous learning and development opportunities for our guides, particularly in sustainability-related subjects. We provide them, if interested, with complimentary access to the Travelife online learning platform, ensuring that they stay informed and up-to-date on sustainability matters.

Destinations

Sustainable destinations Our company places a strong emphasis on endorsing regions that are situated away from conventional tourist hubs. These areas often exhibit lower levels of economic and social development while inherently embodying sustainability as an integral aspect of their community and destination growth.

At DTS Cyprus Ltd., our objective is to direct travelers towards secondary or less-frequented tourist locales, thereby enriching our guests' experiences by exposing them to the authentic hospitality of rural residents.

We actively showcase regions within our programs where ancient history and culture authentically reflect the essence of the destination. This approach allows our guests to gain insight into local traditions and become an integral part of the everyday life of the inhabitants.

Supporting local communities and economies DTS Cyprus Ltd. pledges to make a constructive impact on the localities where we conduct our operations through:

- Engaging in responsible local sourcing and the promotion of traditional arts and culture
- Promoting responsible guest shopping and providing education on the illegality of prohibited souvenirs
- Fostering collaboration with various local tourism stakeholders, including local Government, fellow tourism enterprises, academic institutions, and community groups, to advance sustainable tourism development in the destination.
- Upholding and advocating for the full spectrum of human rights, encompassing children's rights, women's rights, labor rights, and land rights, within our tourism initiatives.

Environmental Responsibility in destinations

DTS Cyprus Ltd. is dedicated to environmental responsibility within the destinations where we operate by:

- Preserving the integrity of natural resources.
- Enlightening our guests about responsible travel principles and ethical visitor conduct.

Customer communication and protection

Privacy

Customer protection is our foremost concern, and we prioritize safeguarding their interests. To accomplish this, we maintain a robust privacy policy. Our commitment to privacy policy involves:

- **Comprehensive Legal Compliance:** We ensure that we adhere to all relevant laws and regulations, guaranteeing that our practices align with legal requirements.
- **Data and Customer Protection:** We are dedicated to securing the personal data of our customers. Stringent measures are in place to protect sensitive information, assuring customers of their safety.
- **Transparency:** Our customers have full visibility into how their information is utilized, as we believe in complete transparency regarding data handling practices.

This approach reinforces our commitment to safeguarding customer interests and maintaining the highest ethical standards in data management.

Marketing and communication

DTS Cyprus Ltd. unwaveringly upholds the value of integrity across all situations, ensuring that our products and services consistently mirror the claims we communicate.

Our commitments, both explicit and implicit, are of paramount importance to us. We diligently honor these commitments and promises, taking our responsibility to fulfill them with utmost sincerity.

We staunchly guarantee the authenticity of our sustainability claims and stand firmly behind them, offering our unwavering support and transparency.

In our marketing endeavors, we place a strong emphasis on inclusivity and representation. We meticulously assess cultural, religious, and ethnic sensitivities, prioritizing respect and sensitivity to diverse perspectives throughout our approach.

Sustainability communication

DTS Cyprus Ltd. is committed to ensuring that our customers are well-informed about the social and environmental implications of their journeys. We prioritize their education regarding sustainable options available to them, which includes clear and comprehensive communication about:

- **Certified Accommodations:** We provide our customers with information about accommodations that have achieved sustainability certifications, allowing them to make conscious choices aligned with their values.
- **Carbon Emissions Compensation:** Our company offers customers the opportunity to offset the CO2 emissions generated by their trips, allowing them to contribute positively to environmental conservation efforts.
- **Community-Benefiting Activities and Excursions:** We promote activities and excursions that not only enhance the travel experience but also directly benefit local communities and support environmental preservation.
- **Responsible Shopping and Prohibited Souvenirs:** Our customers receive guidance on responsible shopping practices and are educated about the legal and ethical aspects of souvenir purchases, ensuring they make informed choices.

Customer experience

DTS Cyprus Ltd. is dedicated to ensuring that every customer experience is characterized by positivity and satisfaction. To achieve this, we adhere to stringent policies encompassing various crucial aspects, including but not limited to:

- **Health and Safety:** The safety and well-being of our customers are paramount. Our policies prioritize health and safety measures to guarantee a secure and enjoyable journey.
- **Emergency Procedures:** We maintain comprehensive protocols for emergency situations, ensuring that our customers are well-prepared and protected in unforeseen circumstances.
- **Privacy:** Our privacy policy safeguards the personal information of our customers, promoting transparency and data security.
- **Group Management:** We carefully manage group sizes to enhance the quality of the travel experience and minimize environmental impact.
- **Greenhouse Gas Emissions and Offsetting:** We take active measures to reduce emissions and offers customers the opportunity to offset their carbon footprint.
- **Transportation:** Our transportation policies prioritize eco-friendly options whenever possible and aim to minimize the environmental impact of travel.
- **Responsible Shopping:** We educate our customers on responsible shopping practices and ethical souvenirs, contributing to responsible tourism.
- **Prevention of Exploitation:** We are committed to preventing sexual exploitation and protecting children in tourism through comprehensive policies and employee training.
- **Customer Satisfaction and Complaints:** We actively seek feedback from our customers and address any concerns promptly, striving to continuously enhance their experience.

DTS Cyprus Ltd. maintains open channels of communication with customers, encouraging their input on various topics, with a particular focus on sustainability.

Contact / Responsible person

Every member of our team bears the responsibility for upholding and adhering to this policy.

It is the duty of each staff member to actively champion and put into practice this sustainability policy within their respective departments.

The execution of this policy will be overseen by our designated Sustainability Coordinator, whose contact information is as follows:

Name: Petros Kyprianou

Email: Petros.Kyprianou@dtsservices.travel

Effective date

This policy comes into effect starting from 01.10.2025. To ensure its continuous relevance and effectiveness, it will be regularly reviewed and updated as needed.

Revision history

This policy was last revised and came into effect on the 01.10.2025. It will undergo another review by 31.10.2026, as part of our commitment to ensuring its ongoing relevance and effectiveness.