

Sustainability report - 2026

Destination Touristik Services d.o.o.
Travelife Partner - Croatia



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1. Reporting context

2. Company data

Destination Touristik Services d.o.o.

Labinska ulica 2C
52100 Pula
www.dtservices.travel
info.hr@dtservices.travel

Tourist volume

Number of employees 5 - 25

Type of tourism

Special target groups

Destinations offered

Sustainability coordinator

Ivana Petrovic
info.hr@dtservices.travel

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	6	6
1. Sustainability management & legal compliance	16	16
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6. Detailed overview

0. Company characteristics

6

Contact details

1

Action			Details
0.1. Sustainability coordinator			Ivana Petrovic ivana.petrovic@dtsservices.travel +385 52 443227

Organization structure

1

Action			Details
0.2. Awards			

Brands, products, and/or services

2

Action			Details
0.3. Nature of business			Inbound tour operator

Please indicate which of the following activities are part of your business.			
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.	✓	✓	City tour Hiking, Rafting Boat tours

Personnel

1

Action			Details
0.5. Number of employees	✓	✓	5 - 25

Public communication

1

Action			Details
0.6. Brands under Travelife scope	✓	✓	

1. Sustainability management & legal compliance

16

Engagement of company

3

Action			Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined.			Ivana Petrovic  Travelife Substainability Manager _ Job Description _ scan.pdf
1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).			Vision & Mission Statement As part of the DER Touristik Group, the Mission Statement of Destination Touristik Services d.o.o. is based on shared vision, purpose, values, and principles. OUR VISION We are a worldwide, leading network of destination management companies. We benefit from having strong individual businesses as well as being able to collaborate across the wider group. OUR MISSION We make a difference by working together, 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 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

Showing 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

We make 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 out ways to transform the way we operate and are happy to disrupt the status quo as a way 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 behaviour, ensuring compliance at all times. We act in an ethical and sustainable way to ensure we and our partners protect the interests of society and the environment. !! If applicable !! We have been awarded as Travelife Partner/Certified in recognition of our long-term efforts in promoting Sustainability and Corporate Social Responsibility. We support all business partners towards more sustainability and create more sustainability awareness among our guests.

OUR RESPONSIBILITY

As an international travel company, DER Touristik Group with its Destination Management Company Network (including **Company name**) is aware of the responsibility it has 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 DER Touristik's commitment to sustainability. DER Touristik Group aims to uphold the very highest standards of corporate conduct and ensures compliance with them at all times. It acts in an ethical and sustainable manner

		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 DER Touristik 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. DER Touristik Foundation) https://www2.dtservices.travel/sustainability/
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.	✓ ✓	Monika Juričko (sustainability coordinator until April 2026) - training certificate attached Ivana Petrovic (sustainability coordinator from April 2026 onwards) - basic training almost finished Company learning monitor Workshop monitor  personal_certificate Ivana Petrovic.pdf

Social cooperation

3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.			We are currently not involved in any groups, forums or actions considering sustainability in tourism in Croatia. However, if an opportunity occurs in the future, we would be happy to participate
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) .			Currently, there is no contact with other DMC's on this matter. However, if necessary, contacts can be provided and we would be able to communicate directly to Turkey, Greece, Spain etc. (other DMC's from our company) for exchanging experiences and support
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).			DTS Croatia employees independently organize collections for charitable purposes ("Naš san njihov osmijeh") on certain occasions, where all employees can offer donations to the charity.  charity.pdf

Baseline assessment

2

Action		Details
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1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.			DTS Croatia acknowledges the importance of analysing its supply chain and gaining a structured overview of suppliers and their sustainability status. As a next step, we will create a comprehensive supplier overview including key information such as certification status, sustainability policies, and compliance with our Code of Conduct. This overview will be developed within the coming months and integrated into our supplier management process to ensure increased transparency and structured monitoring of sustainability performance.
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).			

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.			https://dmc.dtservices.travel/wp-content/uploads/2026/05/Sustainability-policy-DTS-Croatia.pdf
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via			https://dtservices.travel/sustainability/ The link above shows the general sustainability guidelines for the group of DTS companies

other means).		worldwide.
		The specific sustainability policy for DTS Croatia is accessible in the internal drive to all employees by 10.02.2026.

Action plan

2

Action			Details
1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).			 action_plan_DTS Croatia.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.			Sustainability-related actions are communicated to employees through a combination of written internal communication and practical on-site guidance. The Sustainability Coordinator regularly informs staff via internal emails and shared communication channels about sustainability measures that need to be implemented by everyone, such as waste separation, energy saving practices (switching off computers and monitors), and responsible use of resources. In addition to written communication, visual instructions are placed in common areas (e.g. near recycling bins) to clearly explain correct waste sorting. Where necessary, follow-up communication is carried out to clarify requirements and ensure understanding. Sustainability topics are also addressed during internal meetings when relevant.

			 Travelife circular e_mail.pdf  Overview of complete excursion portfllo.pdf  Screenshot 2026_02_06 125813.png  Screenshot 2026_02_06 125837.png  Screenshot 2026_02_06 125829.png
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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.			As part of our sustainability framework, internal monitoring is coordinated by the appointed Sustainability Coordinator, who oversees the implementation and progress of Travelife sustainability criteria and related internal action plans. Monitoring is carried out on an ongoing basis through the Travelife Action Planning and Reporting tool, supported by internal documentation, email correspondence, and basic tracking files (e.g. action lists and shared folders). The Sustainability Coordinator regularly reviews the status of actions, follows up with relevant departments, and ensures that required documentation is maintained for certification purposes. Practical sustainability measures (such as waste separation, recycling of toner and batteries, and resource efficiency practices) are monitored through internal checks, visual guidance in shared office areas, and follow-up communication where needed. Progress updates, completed actions, and upcoming requirements are reported to management

		through regular meetings and discussions related to Travelife and sustainability topics. These meetings provide an opportunity to review monitoring results, address challenges, and align next steps. The Travelife platform serves as the main reference point for documenting progress, updating timelines, and demonstrating ongoing compliance with sustainability requirements.  Screenshot 2026_02_06 125813.png  Screenshot 2026_02_06 125837.png  Screenshot 2026_02_06 125829.png
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.		We ensure that all staff members are regularly informed about our company's sustainability policy, ongoing activities, achievements, and any relevant developments. This is primarily done through email communication, which serves as our main internal communication channel. In addition, we use our official website to publish updates, guidelines, and key documents related to our sustainability efforts. These channels are maintained to guarantee transparency, consistency, and easy access to important information for all employees.  Travelife circular e_mail.pdf

External reporting and communication

2

Action			Details
1.15. Travelife reporting			The company submits a report to Travelife at least every 2 years via the Travelife platform

The company reports its progress via Travelife at least every two years.			(under Planning & Reporting)
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.	✓	✓	Important results in the area of sustainability are presented and communicated on the general DTS website https://dtservices.travel/destinations-2/south-east-europe

2. Internal management: social policy & human rights

18

Social policy and human rights

15

Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			DTS Croatia is accepting all rules according to the "Collective contract" for the travel agencies. There are no trade unions represented by any means in the company. There is no regimentation against trade unions visible in the company.
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).			DTS Croatia is accepting all rules according to the "Collective contract" for the travel agencies. There are no trade unions represented by any means in the company. There is no regimentation against trade unions visible in the company.
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).			DTS Croatia is declaring that there are no employees involuntarily and under the menace of any penalty working in the company. All employees of DTS Croatia are free to choose where and when they begin and end their job,

			according to the rules of the collective agreement for travel agencies.
2.4. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	✓	All employees of the company have an official employment contract that describes the working conditions. Job descriptions are partially separate from the employment contract.  Fixed_term employment contract.docx
2.5. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	✓	DTS Croatia is accepting the rules of the collective agreement and salary grades for the travel agencies and travel business in Croatia. The approximate range of gross 1 salary is: approx. 1000 EUR - 5000 EUR https://vlada.gov.hr/vijesti/sjednica-vlade-minimalna-placa-za-2024-godinu-840-eura-bruto/39267?lang=hr  Minimum Wage Increases by 140 Euros Gross.pdf
2.6. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	✓	All employees are required to maintain a time tracking system. These time records are captured either electronically or manually. Overtime is documented accordingly and compensated with time off in lieu.  Work regulations _ Overtime.pdf  Work regulations.pdf

2.7. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	All employees of DTS Croatia are registered at the Croatian regional health insurance fund. This public insurance fund covers all costs according to the public health rules in Croatia.
2.8. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements).	✓	✓	DTS Croatia is adhering to all regulations outlined in the "collective agreement" for travel agencies in Croatia. Paid leave refers to the annual period during which workers take time off from their duties, as stipulated by law and the collective agreement for travel agencies in Croatia. Right to Annual Leave: Workers are entitled to paid annual leave every calendar year. Duration: Minimum of four weeks per year. Minors and workers in harmful jobs are entitled to at least five weeks. First-Time Employment: Workers gain the right to annual leave after six months of continuous employment. Proportional Leave: Workers not meeting the six-month requirement are entitled to a proportional part of annual leave for each month worked. Calculation: Leave is calculated based on workdays and is rounded up if over half a day or half a month is worked. Waiver: Workers cannot waive their right to annual leave. Pay During Leave: Workers are entitled to salary compensation at least equal to their average wage over the last three months. Unused Leave Compensation: If the employment contract ends, employers must compensate for any unused leave. Splitting Leave: Workers can take leave in parts, with at least two weeks taken continuously unless agreed otherwise. Carrying Over Leave: Unused leave can be carried over to the next year and must be used by June 30 of the following year. Leave Schedule: Employers set the leave schedule, considering organizational needs, and must notify workers at least 15 days in advance. Personal Leave Day: Workers can take one day of annual leave at their discretion with three days' notice to the employer.  Zakon o radu 2023 B _ Labor law.pdf

			 Work regulations.pdf
2.9. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.	✓	✓	DTS Croatia is a company registered in Croatia and therefore operates in accordance with the commercial regulations and the Occupational Health and Safety Act in Croatia. Fire extinguishers and first aid kits are marked, and escape plans are displayed at least once in every floor. 90% of the staff that owns a drivers licence, have completed the first aid training and is capable in case of a injury or accident to offer first aid.  Water hydrant 2. floor.jpg  Water hydrant 1. floor.jpg  Fire extinguisher.jpg  Fire extinguisher_escape plan 2. floor.jpg  Fire extinguisher_escape plan 1. floor.jpg  Escape plan 2. floor.jpg  Emergency button.jpg  Escape plan 1. floor.jpg
2.10. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior	✓	✓	As an international travel company and as the travel and tourism segment of REWE Group, DER Touristik Group is aware of its social responsibility. After all, we can only be successful in business in the long term if the impacts of our business operations are in harmony with

positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.			people and the environment. Therefore, DER Touristik Group is committed to strengthening human rights and preventing human rights violations. This commitment applies both to our own business activities and to our global business partners.
			 2.10. Human Rights Commitment_DER Touristik Group.pdf
2.11. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.	✓	✓	At DTS Incoming GmbH, no employees under the age of 18 are employed. Apprentices (aged 15-18) are subject to the apprenticeship protection laws of Republic of Croatia.
2.12. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	—	Regular employee discussions between management and individual employees take place at DTS Incoming GmbH. During these discussions, employees have the opportunity to express comments, suggestions for improvement, or requests, and to provide arguments for them. Corresponding documentation is maintained.
2.13. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	—	There is no works council or any form of employee representation at DTS Croatia. Even without a formal staff representation body, employees can still raise employment issues through: direct manager communication, escalation to senior management, HR channels, confidential or anonymous reporting tools, formal grievance procedures. Employee–management discussions typically occur: monthly or quarterly (one-on-ones), annually (formal review) or anytime upon request (ad-hoc)
2.14. Disciplinary procedures	✓	—	Disciplinary law addresses official misconduct or offenses committed by civil servants, judges,

There are documented disciplinary procedures in place and staff are aware of them.		and soldiers in the public service. Employees are not subject to disciplinary law. Violations of their employment contract are dealt with under labor law. Labor law in Croatia regulates all processes related to warnings, admonitions, breaches of duty, and terminations. So far, no disciplinary violations have occurred at DTS Croatia. If someone violates the employment contract, data protection regulations, etc., the case must be investigated, and it may result in a warning. Multiple warnings may lead to immediate termination. Since each case is different, each violation must be examined individually.
2.15. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓ —	Once a year, during employee discussions with the management, satisfaction, wishes, plans, etc. are discussed.  Destination_Toursitik_Services_doo_Osnovni_izvjestaj_2021 _1_.pdf

Training and education

3

Action			Details
2.16. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	—	Safety and Security: Fire Protection and Fire Safety: 2 hour safety instruction: fire extinguisher training by a trained fire specialist. Health: Mental health, well-being and relaxation BIA/BMI: Check and consulting

		Nutrition Consulting: Safety Officer: The company choose one person for safty officer (expert for safety) Eye sight test: specialized test for working with computers. Information posters for different health topics: correct sitting at a workplace, computer, desk, eye training etc. Regular check of Allgemeine Unfall Versicherungsanstalt in Croatia. Last trainings took place in 2024.  excerscise.jpg  excersice 1.jpg  eye exercise 1.jpg  eye exercise.jpg  proper lifting.jpg  proper lifting1.jpg  proper sitting at the computer.jpg  proper sitting at the computer1.jpg
2.17. Personal development	✓ —	suppOccupational Training:

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.		MS Office Course (3 days), upon request Data Protection Training (annually approximately 2-3 hours) ATCOM Training (3 days) Supplier Extra Net Training (approximately 3 hours) CPM Training (approximately 3 days) Internal knowledge exchange through day-long stays in other departments, for a better understanding of work processes. 50  Certificate of completion _ general information.pdf  certification1729259401414.pdf
2.18. Trainee positions Traineeships/Internships are offered to students.	✓	— The apprentices go through all departments according to a special training plan. The training corresponds to the training plan prescribed by the Chamber of Commerce (IHK/AK). Apprentices usually have completed the 9th grade and start their vocational training with their apprenticeship. Interns are mostly still in school and serve as mandatory internships or voluntary internships to gain work experience. In 2022: 2 apprentices and 3 interns 1x training as an office clerk Apprenticeship officer: Alen Petrović 2

3. Internal management: environment and community relations

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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).			A policy for measuring and reducing disposable products, consumer goods, and waste currently does not exist. All employees are encouraged to use consumer goods according to the principles of logic and common sense. Paper is used in an environmentally conscious manner and recycled, plastic is disposed separately.  Paper.jpg  Communal waste, plastics and metal.jpg
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.			Currently, individual office supplies are purchased from the nearby local stationery store in order to reduce the CO2 footprint for these products. Stationery items are tested for their environmental friendliness based on product descriptions, and their cost-effectiveness and usability are assessed. If individual products pass the environmental test, environmentally friendly products are chosen.
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.			DTS Croatia currently uses 80g/m ² standard white copy paper. The paper is ECF bleached DIN A4 paper manufactured in Poland. This paper comes from a country (Poland) within the European Union, thus having a minimal CO2 footprint. Recently introduced is 75g/m ² paper with reduced paper quantity. This paper is being tested in

		printers for suitability. Currently, we are examining whether 60g/m² paper can also be used and if it prints equally well on the existing printers. This could further reduce paper consumption. Additionally, various recycled papers will be tested in the near future, and their cost-effectiveness in terms of acquisition and consumption will be evaluated. Recently, it was decided to only order DIN A4 notepads, in order to reduce the quantity of notepads ordered by standardizing on a single size and product  IMG_20241018_134204.jpg  IMG_20241018_134210.jpg
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.	✓	Currently, we are evaluating whether 60g/m² paper can also be used and if it prints equally well on the existing printers. This could further reduce paper consumption. Additionally, various recycled papers will be tested in the near future, and their cost-effectiveness in terms of acquisition and consumption will be evaluated. Double-sided printing: Whenever possible, double-sided printing is carried out. However, in most cases, documents printed in companies cannot be printed double-sided for processing reasons. Therefore, invoices and contract forms are printed single-sided, then scanned to save on further prints or copies, enabling purely electronic processing. Single-sided printed paper is also used as scratch paper after use. Of course, data protection plays a crucial role in the reuse of paper as scratch paper, so any paper with sensitive data is shredded and recycled.  Screenshot 2024_10_18 140256.png
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is	✓	The hot beverages used at DTS Croatia are partially financed by the management and are organic or certified products.

fairtrade, organic, is grown in the country or has another recognised sustainability certification.			Both the tea and the coffee are consumed by guests as well as employees  Medijski sadržaj.jpg
3.6. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	—	Products used by external cleaning company can't be managed by our company, but DTS Croatia is striving towards influencing others to use sustainable products when possible.

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).	✓	✓	DTS Croatia does not employ a printing house on a regular basis, as no large printing products are produced. Every future printing will be printed in efficient way; double sided printing, using black & white printing when possible Business cards are no longer printed from March 2024 but are digital.
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).	✓	✓	DTS Croatia does not produce or print advertising materials.
3.9. Efficient brochure use	✓	✓	DTS Croatia does not produce its own catalogs and does not distribute catalogs to customers.

The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.		Sample copies for sales support are required only in very small quantities and are rarely distributed to business partners
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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.			All employees are instructed to save energy based on the principles of logic and common sense by turning off lights, coffee machines, air conditioners, and other energy consumers when not in use. Through an evening inspection, the status of energy consumers is monitored by the employees. Energy saving measures are in place in all common areas. Reminder on the wall to turn off the lights. a general email with power saving tips are sent occasionally to all employees. All equipment and lighting is energy-efficient and turned off/unplugged/on sleep mode when not in use  Snimka zaslona 2026_04_01 092300.jpg
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.			we choose N/A since we have rented offices and the electricity + water bills are usually in the same price range. there are no big differences since all offices are being used the same with the same amount of employees in them. no detailed description is currently available, since we do not have access to the data
3.12. Sustainable energy			The energy costs are determined using appropriate electricity meters. There is currently no

Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.			specific comparative consumption measurement. Backup generator is available in case of emergency(fire, electricity shortage, etc.) to point out the exit lights. Since the do not own the building, there is possibility to create sustainable energy source like solar panels. We have no influence on the energy purchased for the office energy demands, since the offices are rented, and other firms are in the building as well. Main distributor of energy is the same for the whole country. Appropriate comparison methods for determining energy consumption are discussed with the management.
3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	no carbon offset
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.	✓	—	LED lights - Philips 18 W are being used in all offices (high efficiency light bulbs)
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.	✓	✓	Equipments (aircon, laptops) are switched off after office hours whenever feasible. No desktop computers are assigned anymore, only laptops are used. This way, the devices can be turned off after work. Airconditioning is working under a timer, where it turns on when staff comes in the office and turns off then they leave (08:00 - 18:00h - Mon till Fri) furthermore, the temperature is always optimal to preserve energy and not to make a big difference from the outside and to offer optimal moisture in the office.

			Example --> Summer - Outside is 33 celsius, in the office is 26 celsius max.  f5c39b1f_e248_4859_b59b_9ede6f790260.jpg  fbb7ab5b_ebfa_467f_8962_93f82f2f1765.jpg
3.16. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	After closing hours, all office lighting is turned off. The lighting in the stairwell is automatically turned off after a minute so no light remains permanently on  turn the lights off.jpg
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).	✓	✓	When acquiring new electrical and electronic devices, energy efficiency is always evaluated. Only devices with high or contemporary energy efficiency ratings are purchased as new equipment. This applies particularly to high-quality electronics, laptops, servers, and computers (for example https://www.hgspot.hr/laptop-hp-255-g9-ryzen-5-5625u-8gb-512gb-ssd-amd-radeon-15-6-fhd-freedom-6s7r3ea?gad_source=1&gclid=CjwKCAjwjsi4BhB5EiwAFAL0YHirQP7PNF2weepKcdKQ6BpVeLMXrsNjGJNbmNUmt43OgawXd7kLwBoC2e8QAvD_BwE). As a result, most employees have energy-efficient additional screens. The newly purchased coffee machine was also selected based on specific energy efficiency criteria (https://www.delonghi.com/hr-hr/automatski-aparat-za-kavu-magnifica-start-ecam220-31-sb/p/ECAM220.31.SB).
3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	✓	All devices that do not need to be available for home office use are preset to energy-saving mode. Monitors are generally turned off when not in use. Printers and coffee machines are also set to energy-saving mode.

			 energy saving mode printer.jpg
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Water

3

Action			Details
3.19. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.			DTS Croatia doesn't use private toilettes since those are in the halls (communal toilettes) DTS Croatia is using a dishwasher, to save on washing up water, and only when dishwasher is completely full. If it's not full enough, we use 1/2 a cycle to save water and energy.  dishwasher save.jpg
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.			Although toilettes are communal, all employees are instructed to save water based on the principles of logic and common sense by utilizing all built-in measures for water conservation: single-lever faucets, water-saving buttons on toilets, etc. The measurement of water consumption is discussed, and appropriate methods are internally considered. 7
3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets			With all faucets communal bathrooms are using one-hand-water-controllers. All toilets work with a mini and full flushing system.

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.			DTS Croatia is disposing most of the waste with the public waste system. Paper: Documents will be shredded, used paper, cardboard, brochures, etc. will be collected in special bins and will be brought to recycling by the public waste system. Printer cartridges will be collected in special bins and will be delivered into the special collection and recycling - to be arranged Batteries will be collected separately and will be disposed in public battery recycling collections at shops for electronic devices - done by Travelife rep Plastic: Plastic, plastic bottles will be collected in special bins and will be brought to recycling by the public waste system. Bio waste: Bio waste will be collected in a special bin and will be brought to recycling by the public waste system  1000002696.jpg  1000002698.jpg  1000002694.jpg

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).	✓	✓	GUIDELINE Guideline for Waste Reduction DTS Croatia establishes the following guidelines for measurable reduction of waste and non-recyclable materials. To implement this guideline, corresponding measures listed here are planned and implementation is targeted. Reduction of Plastic Waste: To achieve this, all employees will be informed via a circular email about avoiding plastic when purchasing snacks/lunch. Planned savings approximately 50%. Reduction of Battery Waste: All batteries used in the company are collected and recycled. Where possible, disposable batteries are replaced with rechargeable ones. Planned savings approximately 50%. Reduction of Electronic Waste: All electronic devices used in the company are assessed for their recyclability and returned to the value cycle. Planned savings approximately 50%.
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.	✓	—	DTS Croatia is not sending any goods, presents or other items in bigger numbers to clients or business partners. Individual sendings will be done only by using official paper packaging of the post office. Most of the deliveries will be ordered by bulk orders like computer paper and printer cartridges
3.25. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic	✓	—	Water and drinks are only consumed for private needs by employees.

bottles it consumes. This criterion is related to drinking water for office use.			Tap Water is used as drinking water together with water bidon system. Water bidon is replaced and managed by the provider. Plastic bottles for drinks are collected inside the office in special bins and are recycled by the public waste system. Drinking glasses are provided by the company so that plastic cups are entirely removed from the use. waterbidon.jpg
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.	✓	✓	DTS Croatia is disposing most of the waste with the public waste system. Paper: Documents will be shredded, used paper, cardboard, brochures, etc. will be collected in special bins and will be brought to recycling by the public waste system. Printer cartridges will be collected in special bins and will be delivered into the special collection and recycling - to be arranged Batteries will be collected separately and will be disposed in public battery recycling collections at shops for electronic devices - done by Travelife rep Plastic: Plastic, plastic bottles will be collected in special bins and will be brought to recycling by the public waste system. Bio waste: Bio waste will be collected in a special bin and will be brought to recycling by the public waste system 1000002696.jpg

			 1000002698.jpg  IMG_20241018_145404.jpg
3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	—	Printer cartridges will be collected in special bins and will be delivered into the special collection and recycling  IMG_20241018_150941.jpg
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.	✓	—	Batteries will be collected separately and will be disposed in public battery recycling collections at shops for electronic devices - done by Travelife rep  IMG_20241018_145404.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.	✓	✓	All wastewater/gray water is disposed of and recycled through the municipal wastewater system in Croatia, in accordance with legal requirements

3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓	—	DTS Croatia uses no chemicals other than cleaning agents. Cleaning products are used and purchased from the cleaning company. No additional substances are currently used at DTS Croatia. Created an action plan for 2026 to implement envi.friendly cleaning products via the cleaning company.
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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.	✓	—	All employees are getting a monthly amount with the paycheck specifically designated for transportation. The amount depends on the distance between the employee's home and office. However, DTS Croatia does not have specific programs for promoting the use of public transport or bicycles. Business trips are necessary due to the nature of the business but are not conducted with specific, written sustainability criteria. The company's fleet of company cars consists of the mostly diesel vehicles with AdBlue technology and exceptionally low fuel consumption. Whenever possible, business trips using company cars are scheduled to combine multiple meetings in the same region for reasons of efficiency and sustainability. This approach helps to reduce CO2 emissions and minimize fuel consumption. All users of company cars are encouraged by their supervisors to adopt sustainable behaviors.
3.32. Business travel emission	✓	—	DTS Croatia currently does not operate an emissions tracking system for business travel. There

Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.			is currently no policy in place for emissions reduction. Business travel by air is not conducted or is very rare.
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.	✓	—	Currently, DTS Croatia does NOT use a CO2 offsetting program to compensate for the emissions from business travel.
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	—	All employees are getting a monthly amount with the paycheck specifically designated for transportation. The amount depends on the distance between the employee's home and office (long-term tickets for public transportation for employees)
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	—	A portion of the usual business trips is currently being increasingly reduced through the use of tele- and video conferencing systems. However, the activity of hotel procurement is based on personal relationship management with hotel Partners. Where possible, business trips are planned regionally in advance, and individual Partner visits in the same region are scheduled together. Contract negotiations are often conducted and supported by telephone.

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.			A circulatory email is sent a few times per year basis to all employees. The sustainability officers provide an update on the current situation and highlight internal measures (such as avoiding unnecessary printing, saving water, saving electricity, etc.). There is also person in exchange and reminders among colleagues regarding these matters.  email example 1.jpg  email example 2.jpg

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.			The DTS Croatia only rents office and workspaces. There is no property ownership involved

4. Inbound partner agencies

6

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.			
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).			
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.).			
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.			

Specific conditions

2

Action			Details
4.5. Contracts Written contracts with partner agencies are in place.			
4.6. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.			

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. When discussing with the suppliers on price negotiations and general what we as DMC take into considerations when planing or talking transfers is following : Most efficient route (e.g., preference for direct flights and avoidance of layovers) for both time and carbon efficiency; Use public transportation as much as possible, (e.g., buses, metros/subways/trams in cities) including for airport transfers and city tours; Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers); Use/purchase/lease of newest and most efficient motorized vehicles (e.g.: hybrid, eco-fuel etc.); Preference for longer stays at destination, especially for long haul travel; All things mentioned above is taken into consideration from our side and from the side of our suppliers, especialy when planning and organising transfers on spot.

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. Clients of the DMCs/ outbound tour operators offer different transport options: Rail& Fly, flight, individual transfer. The DMC is not offering such services.
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).	✓	—	We have lower prices for SIC (Seat In Coach) transfers, so clients are encouraged to book group transfers instead of private ones

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).	✓	—	we don't do this.

6. Accommodations

10

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 DERTOUR 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 DERTOUR Germany:</i> So far, <i>DERTOUR Germany</i> has not created or published a formal accommodation policy. <i>DERTOUR Group</i> & its DMC Network's main goal is that 30% of the main <i>DERTOUR Germany</i> portfolio is to complete a GSTC-certificate in sustainable hospitality by 2027. Currently the main portfolio consists of 25% of hotels that have completed a GSTC-certification. Hotel suppliers DERTOUR Germany purchase: The group hotel contracting of DERTOUR DMC GmbH included GSTC-certification as a mandatory part of their guarantee- and advanced payment contracts. The purchase department of DERTOUR 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. DTS Croatia applies the same sustainability standards to third-party clients and independent partner agencies as to group-level clients. We actively communicate our sustainability expectations, Code of Conduct requirements, and responsible travel guidelines to all external partners and encourage alignment with our sustainability principles.
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) DTS Croatia applies the same sustainability standards to third-party clients and independent partner agencies as to group-level clients. We actively communicate our sustainability expectations, Code of Conduct requirements, and responsible travel guidelines to all external partners and encourage alignment with our sustainability principles.

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). DTS Croatia supports all hotels with sustainable goals and standards, especially GSTC-certified hotels. Unfortunately, the number of GSTC-certified sustainable hotels in Croatia is relatively low. DTS Croatia will gladly focus its efforts on concluding cooperation agreements with hotels that operate sustainably. Where possible, certified hotels will be given priority in contracting
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	✓	✓	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.

accommodation providers.			<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) Corporate Responsibility The observance of human rights and fundamental social standards, as well as the avoidance of negative impacts on the environment, is the principle of cooperation with our service providers. Service providers must comply with all applicable national and international laws, regulations, and industry standards, including the International Labour Organization (ILO) conventions and the Universal Declaration of Human Rights of the United Nations, as well as all applicable environmental laws. All hotels contracted in Croatia have the DERTOUR Supplier Code of Conduct as a part of their contract. Third party signes only general terms and conditions at their contract. Action plan created regarding adding Supplier Code of Conduct as a part of their contract.
6.5. Participation to training/education Contracted accommodations are stimulated to participate in local or	✓	✓	The DMC-Network does not initially decide on any purchasing actions of DER Touristik Group Clients.

(inter)national sustainability training and education (in case these trainings are offered in the destination).		@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. So far, there have been no information or requests to inform accommodations about training opportunities. This point will be included in the action plan
6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓ —	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 (DTD):</i> 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*MTYwNjc4ODM3NS4xN

		jgxNzE1MDAw*_ga_9WXL5REVB1*MTY4MTcxNTAwMy4xLjEuMTY4MTcxNTAwNy41Ni4wLjA.&_ga=2.262632908.1570873679.1681715004-1606788375.1681715000&_gac=1.149709314.1681715007.EAIAIqObChMir6L6qayw_gIVGPN3Ch1prAyUEAAYASAAAEgLdvD_BwE So far, there have been no joint initiatives with other tour operators to improve the sustainability of accommodations in the destinations. This point will be included in the action plan.
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. All hotels that are marked by a sustainability certificate in their home countries are also marked by a sustainability certificate in the DERTOUR catalog and on the third party business sites or catalogues.

Specific conditions

3

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 Respecting human rights and fundamental social standards, as well as avoiding negative impacts on the environment, is the principle of cooperation between DTS and its service providers. The service provider must comply with all applicable national and international laws, regulations, and industry standards, including the International Labour Organization (ILO) conventions, the Universal Declaration of Human Rights of the United Nations, and all applicable environmental laws. The service provider is not authorized to grant or accept commissions, advertising subsidies,

		kickbacks, etc., to or from third parties in connection with the conclusion or performance of the contract.
6.9. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.	✓	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/ Respecting human rights and fundamental social standards, as well as avoiding negative impacts on the environment, is the principle of cooperation between DTS and its service providers. The service provider must comply with all applicable national and international laws, regulations, and industry standards, including the International Labour Organization (ILO) conventions, the Universal Declaration of Human Rights of the United Nations, and all applicable environmental laws. The service provider is not authorized to grant or accept commissions, advertising subsidies, kickbacks, etc., to or from third parties in connection with the conclusion or performance of the contract.
6.10. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.	✓	— 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

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> <https://dertouristik-reiseleitung.com/en/compliance-verhalten/>

All collaborations with service providers undergo the DER Touristik security check beforehand. This involves verifying and querying whether the facilities and buildings have been correctly inspected and approved by local authorities according to safety and environmental aspects. Consequently, there is no risk to food, water, energy, healthcare, or soil after considering the security check



SC Abfrage englisch safety check_list Sommer 2016.pdf.pdf

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).			We as a DMC do not organise any excursions by ourselves, we subcontract them per say. We have a supplier who organises and does everything related to the excursions. We only promote them and guests usually book them on the spot, since the supplier has a rep at the hotels. At the moment we do not have any sensitive excursions (such as endangered species, dolphin excursions, etc) that we can present or elaborate further. https://www.dertour-reiseleitung.com/kroatien/aktivitaeten-rentals/aktivitaeten/ausfluege/ 5
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. DTS Croatia does not offer specifically branded “sustainable excursions”, but all excursions are selected and operated in line with general sustainability principles and the company’s Code of Conduct. When working with excursion providers, DTS Croatia expects suppliers to comply with applicable legal requirements, respect local communities and traditions, and minimize environmental impact within their scope of operations. Excursion providers are expected to follow responsible practices, including respecting animal welfare, avoiding activities that negatively impact local communities or the environment, and operating in accordance with local regulations. DTS Croatia communicates its sustainability expectations to suppliers through its Code of Conduct and ongoing communication.
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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). Contract as such hasn't been formed, but business works on the AdHoc principle. All excursion providers confirm the COC also as a part of the mail contract.  DERTOOUR Group_SCoC 2.0_EN_final 1.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.	✓	—	
7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	—	At the moment we do not offer any certified or sensitive excursions.

Specific criteria

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. We do not offer excursions that include animals, only excursions that offer historical and natural sights.
7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	✓	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: 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. We do not offer excursions that include animals (wild or domestic), only excursions that offer historical and natural sights
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. We do not offer excursions that include animals (wild or domestic) in any case, only excursions that offer historical and natural sights
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 year 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 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. We do not offer excursions that include animals (wild or domestic) in any case, only excursions that offer historical and natural sights
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.	✓	— We do not offer excursions that include sensitive cultural sites, heritage sites or ecologically sensitive destination, only excursions that offer general historical and natural sights. All excursions that we book or buy for the guests have a guide with them.
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).	✓	— We currently do not offer excursions that directly support local communities. All excursions are formed in a way where clients have free time and can, on their own, buy from locals, but it is not officially offered in our arrangements.
7.12. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).	✓	— As a small destination, we do not offer excursions that include excursions and activities which support local environment and biodiversity.

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. DTS Croatia does not have any tour guides or local representatives under direct contract.
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			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

above the legal minimum or relevant industry standard.			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. DTS Croatia does not have any tour guides or local representatives under direct contract.
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. DTS Croatia does not have any tour guides or local representatives under direct contract.
8.4. Sustainability policy	✓	✓	@DMC: PLEASE explain how guides, reps and tour leaders, that are directly

Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.		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. DTS Croatia does not have any tour guides or local representatives under direct contract.
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. DTS Croatia does not have any tour guides or local representatives under direct contract.
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.) DTS Croatia does not have any tour guides or local representatives under direct contract.
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	✓	✓	@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

norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).			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. DTS Croatia does not have any tour guides or local representatives under direct contract.
8.8. Sexual exploitation of children: staff training	✓	✓	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

Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.

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 planning 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.

DTS Croatia does not have any tour guides or local representatives under direct contract.

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). 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.
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). 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.
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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)			DTS Croatia at the moment does not contribute in the initiative of improving relationships between accomdoations and local producers. A action plan has been created for this topic.
9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).			The DMCs of the DER Touristik Group have all partners and providers sign their Supplier 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.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 restauarants 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. All local service providers and souvenir dealers are subject to Croatian and European laws on species protection and environmental protection. These laws are the basis for the protection of animal and plant species in Croatia.
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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/ DTS Croatia is subject to the rules of the EU General Data Protection Regulation (GDPR). Regularly recurring training for all employees is a mandatory part of the company's training. Employees must confirm GDPR training and compliance with these guidelines in writing. Link to DERTOUR GDPR policy available to all employees and the public: https://www.dertour-group.com/en/privacy-policy/ DTS Link : https://dertour-dmc.com/data-protection/

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. The messages conveyed in DERTOURISTIK's marketing and advertising are based on the statements of the DERTOURISTIK Group. These statements are not written by the individual DMCs. Nevertheless, DTS Croatia is involved in the creation of service descriptions and marketing statements wherever specific content of the regions and destinations represented by DTS Croatia is involved. The focus here is particularly on the destinations of Slovenia, Croatia and Montenegro. Service descriptions are given by DTS Croatia to the hotel partners for review, checked by the partner and only then released to production for processing.
10.3. Product information Product and price information is clear, complete and accurate with regard to	✓	—	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).

the company and its products and services, including sustainability claims.

Information on DER Touristik Germany:

See guidelines of marketing & communication in animal welfare.

DTS Croatia is involved in the development and review of hotel/object descriptions or in their quality control. Only after this information has been verified by the local service providers is it approved for production.

When purchasing hotel services, we gladly incorporate information from service providers that highlight sustainable aspects. For example: meals prepared by the service providers using regional products, or meals prepared by the service providers themselves ("Chef cooks personally").

Additionally, DERTOURISTIK awards green seals for sustainability, which highlight hotel partners that already have recognized sustainability certifications in the catalog and on the website. To provide transparent decision-making assistance in vacation planning, DER Touristik, together with the sustainability initiative Futouris e.V., has implemented a strategy for the clear labeling of sustainable vacation offers. As part of the "Green Travel Transformation" project, the data provider Green Travel Index was established, which collects and processes data from recognized sustainability certifications. On the initiative of DER Touristik, the labeling of offers with different seals was thus transferred to an industry-wide valid labeling of sustainable travel offers. Since 2019, corresponding hotels have been uniformly marked with a green leaf as sustainably certified in the catalogs of the brands DERTOUR, Meiers Weltreisen, ITS, and Jahn Reisen. All certificates are recognized by the Global Sustainable Tourism Council (GSTC) and thus meet the highest standards for compliance with environmental and social standards in tourism.

www.dertouristik.com/nachhaltigkeit/engagement-und-projekte/reiseerlebnisse-nachhaltig-gestalten/projekte-und-intitiativen-zu-nachhaltigen-produkten

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) Texts that include regional information, describe special features of the region, or provide descriptions of services involving regional products are often developed in cooperation between the product management of DERTOURISTIK and DTS Croatia. Content control is carried out with product management. DTS Croatia generally strives to highlight sustainability in Croatia whenever possible during information preparation. An addition to the general information regarding Croatia could be, for
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		example, energy from hydropower and similar. WEBPAGE ABOUT CROATIA FOR THE CLINETS THAT ARE IN THE DESTINATION(not prior) : https://www.dertour-reiseleitung.com/kroatien/
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. In collaboration with the parent company DERTOURISTIK, the partnership with the organization "myclimate" is explained in publications and on websites. Here, all guests can calculate the carbon footprint of their trip and use appropriate compensation options.

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.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 restauarants 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 We as a DMC are not handling this option. In collaboration with the parent company DERTOURISTIK, the various travel options are presented in publications and on websites.
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-	✓	✓	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.

operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.		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. We as a DMC are not handling this option. In collaboration with the parent company DERTOURISTIK, the various travel options to Croatia are presented in publications and on websites, with a focus on environmentally friendly travel options.
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).**

In collaboration with the parent company DERTOURISTIK, the partnership with the organization "myclimate" is explained in publications and on websites. Here, all guests can calculate the carbon footprint of their trip and use appropriate compensation options.

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. In collaboration with the parent company DERTOURISTIK, the partnership with the organization "myclimate" is explained in publications and on websites. Here, all guests can calculate the carbon footprint of their trip and use appropriate compensation options.
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 sustainble 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 Ireland (coming soon) In collaboration with the parent company DERTOURISTIK, the publications and websites present various environmentally friendly and GSTC-certified hotels and accommodations Projekte und Initiativen zu nachhaltigen Produkten » DERTOUR Group (dertour-group.com)
10.11. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	✓ DTS Croatia does not provide travel consulting services. Therefore, it cannot provide information on sustainable accommodations, excursions, or transportation options. However, the catalogs and websites of the parent company DERTOUR GROUP highlight hotels and service providers that have qualified in terms of sustainability.

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. DTS Croatia has not yet achieved a status of Travelife membership that could be documented
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After booking and during holidays

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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)

		DTS Croatia seeks to influence the texts published in the DERTOUR Group program, on the websites, and in the catalogs. As far as possible, many aspects of the ecological and cultural features of the represented regions should be conveyed to the guests. The hotel partners and their staff are one of the most important pillars for communicating the ecological and cultural characteristics. Due to the close ties of the hoteliers to their region, their sense of local pride, and their prideful demeanor, the hoteliers are the best source of information about the special features and regional aspects of the destinations visited by the guests. Therefore, besides the texts published in DERTOURISTIK's media about the destinations, the local service providers are the best partners and sources of information regarding the ecological conditions, culture, and cultural heritage of the travel destinations. This question refers to information before arrival at the destination. The DMCs are not handling these services. During holiday the guests have access to the website with all relevant data about Croatia : https://www.dertour-reiseleitung.com/en/kroatien/ Third Party : content about Croatia is taken from the TO or in this case DERTOUR Group direct. We as DMC dont manage the descriptions
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 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.

DTS Croatia seeks to influence the texts published in the DERTOURISTIK program, on the websites, and in the catalogs. As far as possible, many aspects of the ecological and cultural features of the represented regions should be conveyed to the guests.

		The hotel partners and their staff are one of the most important pillars for communicating the ecological and cultural characteristics. Due to the close ties of the hoteliers to their region, their sense of local pride, and their prideful demeanor, the hoteliers are the best source of information about the special features and regional aspects of the destinations visited by the guests. Therefore, besides the texts published in DERTOURISTIK's media about the destinations, the local service providers are the best partners and sources of information regarding the ecological conditions, culture, and cultural heritage of the travel destinations. Third party clients gather their intel in advance via travel agencies. If additional requests occur, the DMC or in this case DTS HR gathers the relevant data and offer to the agency to inform future guests (are in Croatia limitation on how to dress, etc.)
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. General health information and entry requirements are provided by the health authorities of Republic Croatia through the respective media and communication channels. Information on specific health risks is published, among other sources, on the www.dertour.de homepage. Here, information on the COVID-19 pandemic can serve as an example: http://www.dertour.de/service/corona-uebersicht Third party clients gather their intel in advance via travel agencies. If additional requests occur, the DMC or in this case DTS HR gathers the relevant data and offer to the agency to inform future guests (request about sea bloom etc.)
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/ The telephone number of DTS Croatia is provided as an emergency contact on the guests' travel documents. This number is reachable 24/7. From 08:00 to 18:00 Monday to Friday, callers are connected to DTS in Croatia, Department of Operations.
10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	@DMCs: When working with DTS-CH reps, see page 113 - 116 in our guide manual. All 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/>

In the event of a personal emergency of the guests (usually early departure due to illness) during their stay in the destination area, guests can contact DTS Croatia. This contact information is provided as an emergency contact on the travel documents.

Under "More Service at the Holiday Destination," reference is already made to the assistance available to guests in case of emergency (emergency number, emergency SMS, and service telephone). Of course, the hotelier is always available as the first point of contact in case of emergency.

We train every new employee(internally) on how to offer support in case of emergency for the guests in the destination.

From delivering pick up times, to cancelled flights and offering alternative accomodation.

We prefer the principle training in the moment an on the spot, because every situation is different and needs to be handled with care and dedication.

we have OPS Team with 3-4 persons who are in charge of handling emergency situations. In case of force majeure or something even more serious (example first covid cases) they contact Managing Director to ensure detailed instructions are carried and exceded till the end together with Crisis Management.

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/ DTS Croatia does not organize its own excursions, tours, or activities. Consequently, there is no
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		communication with guests regarding a Code of Conduct. Guests in Croatia can ask for excursions via DTS but we are not the provider. Information on sustainable behavior can be found in the information provided by the respective Tourist Boards (TVBs) or Tourist Information Centers or in the respective DERTOUR catalog (http://dtservices.travel/sustainability, www.dertour.de/nachhaltiger-urlaub).
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 Croatia is not destinations that have any significant reputation or importance regarding sexual exploitation. The protection of children and minors is regulated by various laws, and violations of these laws are severely punished. Additionally, sexual exploitation is generally socially sanctioned in most areas and thus largely controlled. Further information, including on the topic of sexual exploitation, can be found on the homepage: www.dertouristik.com/nachhaltigkeit/. Third party : 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 and its out of our control
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/>. 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.

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. The sale of illegal souvenirs is regulated by Croatian and European legislation on species protection, environmental protection, and the protection of cultural, religious, and historical artifacts. These guidelines prevent illegal products from entering official trade. Therefore, it is not necessary to highlight specific souvenirs through corresponding lists or information. Third party : 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 and its out of our control. Suppliers educate the clients via web and gather information from it.
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.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: 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/ Through regular exchanges between purchasing and service providers, hoteliers are encouraged to recommend regional restaurants and shops with sustainable products. Direct information about specific restaurants or shops should not be provided for competitive reasons.
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.apollorejsr.dk/om-apollo/baeredygtige-rejsr/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/ Travel options to Croatia are presented on the first pages of the catalog, as well as on the DERTOUR homepage. Here, customers have the opportunity to learn about train or air travel. DTS Croatia has already proposed providing further information about travel options with electric vehicles, the charging stations along the travel route, as well as the charging stations in the destinations and the hotels, and making this information available to the customers. Third party : we encourage with attractive prices, to book one vehicle for multiple persons instead of several vehicles for minimum persons (example : 1 minivan for 6 pax, instead of 2 cars for 3 pax each)
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 endcustomer only the TO it works with. Please explain if you motivate endcustomers 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 Touristik 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>

		The DER Touristik Foundation e.V. promotes and supports the living conditions and ecological habitats in less developed tourist regions. Since 2014, DERTOURISTIK, through the DER Touristik Foundation, has been actively engaged in less developed tourist destinations by: Providing children in remote areas with the chance to attend school Offering youth the opportunity for vocational training Supporting women, and Supporting animal and nature conservation
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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.

		Customer satisfaction of DERTOURISTIK guests is collected via a questionnaire after their trip. Therefore, DTS Croatia does not conduct its own survey but supports the activities of DERTOURISTIK in this regard. Customers receive a corresponding questionnaire after their trip to Croatia, which analyzes and inquires about their satisfaction on various topics. Our third party partners usually a survey deliver to the clients after their holiday. a detailed description is not available since we work with 10+ partners and each of them has their own system and tactics. We do not work with our own B2C surveys, our partners do 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. In the questionnaire that guests receive by email after their trip, there is no specific section asking about sustainability. However, there is an option for open feedback, where guests can address these topics if they find them important.

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
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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."

Customers can submit complaints to DER Touristik's complaint management. These complaints are forwarded to DTS Croatia. DTS Croatia then communicates with the hotel to obtain a statement from the service provider. Subsequently, the provider's response is sent to DER Touristik's complaint management. The complete handling of the complaint is then managed by the relevant departments at DER Touristik.

