

Sustainability Action Plan

ACTION PLAN UPDATED 2026

DTS Incoming Hellas S.A.

Introduction

Overview

Action plan period: 10-08-2026 to 10-08-2026

Status overview: 10-08-2026

Criteria involved: 13

Criteria with all tasks completed: 0

13

Tasks involved: 28

Tasks completed: 1

27

Sustainability coordinator: Iraklis Basogiannis

Staff members involved: Elina Papadaki, George Apergis, Nikolaos Aspiotis, Eleni Dilvoi, Antigoni Dimou, Maria Kladis, Ektor Skitzis, Christianna Skouloudaki, Despina Stylianou, Fotis Tzimogiannis, Pelagia Makridaki, Maria Stavroulaki, Nikolaos Valvis,

Staff hours planned: 400

Financial resources planned: 14530 EUR

Action plan

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Social cooperation

Responsible

Start / End

EUR Hours

1.4 Collaboration

A. (Updated) Collaboration with external forum

Research and find the most suitable option (external forum) for our business -
Reach the respective requirements in order to get involved - Exchange
initiatives and plan new actions

Iraklis
Basogiannis;

16-03-2026 /
31-12-2027

0 0

Baseline assessment

1.7 Overview partners/suppliers

A. Update and evaluate all partners and suppliers

DTS will evaluate all partners and suppliers by the end of 2027. DTS will has a
system in place to identify the sustainability performance of the key supply
chain businesses it works with, whether directly or indirectly.

Iraklis
Basogiannis; Elina
Papadaki;

16-03-2026 /
31-12-2027

0 12

Policy

1.10 Communication

George Apergis;

16-03-2026 /

0 0

A. Promote policy

Promote policy, add a link to the email signature

Nikolaos Aspiotis; 31-12-2026

Iraklis

Basogiannis; Eleni

Dilvoi; Antigoni

Dimou; Maria

Kladis; Elina

Papadaki; Ektor

Skitzis;

Christianna

Skouloudaki;

Despina Stylianou;

Fotis

Tzimogiannis;

Action plan

1.11 Action plan

A. DER Foundation engagement

We aim to get engaged into DER Touristic Foundation and plan an activity with a local NGO or community regarding the safeguarding of environment and/or tradition. We have already created a list with possible NGOs in order to assess our options and select the best fit for us. We are focused on engaging to actions with our customers.

Iraklis

/

0

0

Basogiannis;

31-03-2027

B. Public Reporting

A public report is expected to be published mid of 2024 with the key achievements of 2023

Iraklis

22-12-2023 /

150

100

Basogiannis; Elina

16-09-2024

Papadaki;

C. Collaboration with NGO

Iraklis

22-12-2023 /

300

8

Collaboration with a local NGO on sustainability related issues. This will allow us to do some donations and actions	Basogiannis; Elina Papadaki; Christianna Skouloudaki; Eleni Dilvoi;	31-12-2027		
D. Continue monitoring energy and water We will continue monitoring energy and water in all locations		02-01-2024 / 31-12-2026	0	12
E. Waste management Recycling Reduction of waste 1. Reduce waste produced 2. Ensure that all waste is recycled 3. Train employees on recycling principles 3. Ensure that recycling facilities are available by the municipality in each area of operation	George Apergis; Eleni Dilvoi; Maria Kladis; Ektor Skitzis; Nikolaos Aspiotis; Iraklis Basogiannis; Antigoni Dimou; Pelagia Makridaki; Elina Papadaki; Christianna Skouloudaki; Fotis Tzimogiannis;	02-01-2024 / 31-12-2026	0	12
F. Reduce energy for 2% for 2024 We are aiming to reduce our energy consumptions by 2% compared to 2023. This will be done with the following actions 1. Training of all employees regarding energy management 2. Installation of LED where missing	Iraklis Basogiannis;	02-01-2024 / 31-12-2024	300	16
G. Health and safety training to all employees Provide training sessions for employees regarding Health and Safety	George Apergis; Eleni Dilvoi; Maria Kladis;	01-03-2024 / 31-12-2026	300	3

	Ektor Skitzis; Maria Stavroulaki; Nikolaos Aspiotis; Iraklis Basogiannis; Antigoni Dimou; Fotis Tzimogiannis; Despina Stylianou; Christianna Skouloudaki; Elina Papadaki; Pelagia Makridaki;			
H. Public Reporting	Elina Papadaki;	17-03-2026 /	150	100
A public report is expected to be published mid of 2027 with the key achievements of 2026	Iraklis Basogiannis;	09-09-2027		
I. Reduce energy for 2% for 2026		17-03-2026 /	13330	20
We are aiming to reduce our energy consumptions by 2% compared to 2025. This will be done with the following actions 1. Training of all employees regarding energy management 2. Installation of LED where missing (signs)				
J. Travelife training	George Apergis;	17-03-2026 /	0	90
Update the TRAVELIFE TRAINING to all members	Eleni Dilvoi; Ektor Skitzis; Maria Kladis; Maria Stavroulaki; Iraklis Basogiannis; Nikolaos Aspiotis;	31-12-2026		

	Antigoni Dimou; Pelagia Makridaki; Fotis Tzimogiannis;			
K. Supplier Sustainability Communication	George Apergis;	08-05-2026 /	0	12
Send sustainability guidelines to key suppliers (transport companies, excursion suppliers) and encourage partners to follow responsible tourism practices.	Nikolaos Aspiotis; Iraklis Basogiannis; Eleni Dilvoi; Antigoni Dimou; Maria Kladis; Pelagia Makridaki; Elina Papadaki; Ektor Skitzis; Christianna Skouloudaki; Maria Stavroulaki; Despina Stylianou; Fotis Tzimogiannis; Nikolaos Valvis;	31-12-2027		
L. Reduce Printing Documents	George Apergis;	08-05-2026 /	0	8
We have created a digital documentation for internal approval and operational forms	Nikolaos Aspiotis; Iraklis Basogiannis; Eleni Dilvoi; Antigoni Dimou; Maria Kladis; Pelagia	31-12-2027		

Makridaki; Elina
Papadaki; Ektor
Skitzis;
Christianna
Skouloudaki;
Maria Stavroulaki;
Despina Stylianou;
Fotis
Tzimogiannis;
Nikolaos Valvis;

Monitoring and evaluation

1.13 Monitoring and evaluation

A. CO2 emissions	Iraklis	ongoing	0	0
We plan on starting monitoring our CO2 emissions produced by our electricity and services (transfers, offices) This includes Scope I and Scope II emissions.	Basogiannis;			
B. Keeping meeting notes	Iraklis	06-05-2024 /	0	4
As regularly arrange team calls with the sustainability committee and the destination managers in order to review the action plan implementation, we will keep internal notes and minutes	Basogiannis; Elina Papadaki; Christianna Skouloudaki;			

1.14 Staff Communication

A. Staff Communication	Antigoni Dimou;	01-12-2022 /	0	0
We aim to inform the total of our employees for our sustainability progress via	Elina Papadaki;	31-12-2026		

email and informative material on a regular basis. We have already informed them for the online awareness program. At least one training will be conducted annually.

Christianna Skouloudaki; Fotis Tzimogiannis; George Apergis; Eleni Dilvoi; Maria Kladis; Pelagia Makridaki; Maria Stavroulaki; Ektor Skitzis; Despina Stylianou; Iraklis Basogiannis; Nikolaos Aspiotis;

External reporting and communication

1.16 Public reporting

A. Report 2024 ✓ We plan on sharing our sustainable actions and footprint as a sustainability report for the year 2024. We will include our energy and water consumptions, our trainings and initiatives for the year and our waste management techniques. Last but not least we plan on mentioning our goals for the year 2024	Iraklis Basogiannis;	/ 31-12-2024	0	0
B. Publish the updated sustainability report 2026 Update the report for Greece on the group wide website: https://dmc.dtservices.travel/sustainability/	Iraklis Basogiannis;	/ 15-08-2026	0	0
C. Report 2026 For the upcoming period until the end of 2026, DTS Incoming Hellas has	Iraklis Basogiannis;	20-03-2026 / 31-12-2026	0	0

established the following objectives: • Reduce paper consumption by at least 20% through digitalization of internal processes • Increase the number of sustainable excursions and responsible tourism activities offered to guests • Strengthen supplier sustainability screening and encourage Travelife-certified partners • Promote low-impact transportation solutions where operationally possible • Enhance staff engagement and sustainability awareness through training and internal initiatives

2. Internal management: social policy & human rights

Training and education

2.20 Health and safety

A. Training on Health and Safety for all employees	/	0	0
Provide training sessions for employees regarding Health and Safety	31-12-2026		

2.21 Personal development

A. Trainings - Personal Development	ongoing	0	0
We aim to provide further trainings to employees regarding personal development. The process is ongoing because each season we hire new colleagues			

3. Internal management: environment and community relations

Water

3.19 Water reduction policy

A. Water Reduction Policy	Iraklis	01-01-2023 /	0	0
We have been monitoring our water consumption and we aim to set new objectives on water reduction by the net year.	Basogiannis;	31-12-2024		
B. Water Reduction Policy		08-05-2026 /	0	0
We have achieved our goal and we have reduced our water consumption and we aim to set new objectives on water reduction by the next year.		31-12-2027		

Waste management

3.23 Waste reduction

A. Waste	Iraklis	/	0	0
We plan on monitoring all of our waste streams in our offices (paper, glass, organic etc) and finally understand our biggest waste type consumption.	Basogiannis;	31-12-2027		

Sustainability training and awareness raising

3.36 Staff environmental training and information

A. Staff training on sustainability	Iraklis	01-03-2024 /	0	3
Staff to be trained for sustainability and Travlife	Basogiannis; Elina	31-12-2027		
	Papadaki;			

4. Inbound partner agencies

No tasks planned

5. Transport

No tasks planned

6. Accommodations

No tasks planned

7. Activities

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

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

Distribute code of conduct with suppliers

Iraklis	21-01-2024 /	0	0
Basogiannis;	31-12-2027		
George Apergis;			
Nikolaos Aspiotis;			
Eleni Dilvoi;			
Antigoni Dimou;			
Maria Kladis;			
Pelagia Makridaki;			
Elina Papadaki;			
Ektor Skitzis;			
Christianna			
Skouloudaki;			
Maria Stavroulaki;			
Despina Stylianou;			
Fotis			
Tzimogiannis;			
Nikolaos Valvis;			

8. Tour leaders, local representatives, and guides

No tasks planned

9. Destinations

No tasks planned

10. Customer communication and protection

No tasks planned