

Sustainability Policy RSD

The Reise Service Deutschland GmbH (RSD), who engage with various stakeholders in tourism, namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions, understand its key role and influence in the sustainability development of tourism. Therefore, RSD is committed to promoting sustainability. Our goal at RSD is to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

Our sustainability policy is divided into 10 themes. Each theme consists of a set of principles and practical actions accordingly.

1. Sustainability Management & Legal compliance

We have created a basis for the topic 'sustainability' by these following actions:

- Appointing an employee as sustainability coordinator who is responsible for all sustainability related tasks;
- Having a sustainability mission statement that is communicated to customers, partners and suppliers;
- Having an accessible and written sustainability policy that includes employee related health and safety aspects and aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities;
- Having a sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- Implementing the sustainability policy, goals and targets with constant monitoring;
- Ensuring that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: social policy & human rights

We live a clearly and well-communicated social policy that includes the following principles:

- Free choice of employment: Forced and compulsory labor is not permitted. Employees have the freedom to terminate the employment relationship with a reasonable notice period;
- Having working conditions according to national law;
- Mentioning the wage rate in the contract, which is above the national legal wage;
- Determination and compensation of overtime working hours;
- Providing medical and liability insurance according to the national law;
- Granting employees fixed paid yearly holiday and sick leave;
- Having health and safety policy for employees which complies to national legal standards;
- Having first aid sets and trained staff are available at all of our locations;
- Obeying national concerning minimum age for admission to employment;
- Having procedures in place for employees to voice out their complaints and expectations;
- Following a clear disciplinary procedure and having an open communication with employees;
- Providing periodic training for in-house first-aiders; consulting hours by a company doctor.

We commit to practice human rights by ensure the enforcement of following practices:

- Prohibiting discriminations in regard to recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;
- Ensuring all employees have equal chances and opportunities for personal development e.g. through regular training and further education.

3. Internal Management: Environmental protection

We commit to practice environmental protection by ensuring the enforcement of following practices:

- Actively reduce the use of disposable and consumer goods;
- Preferring the purchase of sustainable goods and services, office and food supply;
- Purchasing products in bulk, to reduce the amount of packaging materials;

- Setting copy and printing machines by default to double-sided printing;
- Using cleaning materials which are non-hazardous and biodegradable and are certified with an eco-label, if available;
- Printing brochures environmentally friendly by hiring a certified printing company, as far as possible;
- Preselected setting that travel documents are preferably sent by e-mail instead of by post;
- Having an active commitment to monitor and reduce energy consumption;
- Switching off lights and equipment when not in use, using automatic switch on/off system with timers or movement sensors and setting equipment by default in the energy saving mode, where this is feasible;
- Preferring low energy equipment when buying new items;
- Having an active policy to reduce water consumption;
- Installing water saving equipment in toilets;
- Complying with the national legislation concerning waste disposal;
- Taking measures to reduce the amount of packaging materials and to avoid non-recyclable or non-biodegradable package materials;
- Using a water dispenser and reusable glass water bottles;
- Separating all materials which can be recycled and proper disposal;
- Using recycled toner and printer cartridges;
- Complying with national legislation of wastewater treatment;
- Using lead-free and water based paints, when manageable by the company;
- Implementing practices to minimize pollution from its buildings (as far as being able to be controlled by the company);
- Motivating employees to use public transport or sustainable means of transport by financial support;
- Reducing transport related impacts by, tele/video meetings or work-at-home policies;
- Maintaining and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- Providing periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;
- Complying with land use, zoning and protected or heritage area laws and regulations; when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- Basing planning, design and construction of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials.

4. Partner agency

The goal of our policy is to promote sustainability to our partner agencies and encourage them to take action.

We commit to this by:

- Minimalizing the ecologic footprint of the office by travelling mainly via public transport, working as paperless as possible, separating waste and using certified recycled paper;
- Informing key partners about the travel companies' sustainability policy and that they are expected to comply with it and/or communicate it to final customers where relevant;
- Having a written contract with partner agencies;
- Including key sustainability clauses in contracts with partners agencies;
- Including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent any kind of exploitation of children within the direct supply chain;
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees.

5. Transport

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by:

- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort and practical considerations.

6. Accommodations

We try to achieve a tourism supply chain that is sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

We commit to this by:

- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by;
 - Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children;
 - Having a clause dedicated to this aspect in the contract that enables RSD resp. our partner agencies to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent any kind of exploitation of children or their employees.

7. Excursions and activities

We value animal and community welfare extremely high and aim at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by:

- Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature and environment;
- Not offering any excursions that harm humans, animals, plants, natural resources or which are socially and culturally unacceptable;
- Not offering any excursions in which wildlife is held captive;
- Not being involved with companies that display, sell or trade wildlife species;
- Having skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites or ecologically sensitive destinations;
- Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local food/products or visiting social projects;

8. Guides, tour leaders and local representatives

We aim to involve as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by:

- Ensuring that all employees have a clear understandable and written contract, including the labour conditions;
- Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks and other local staff in case of equal ability and provide training as required;
- Ensuring that our local partners comply with all applicable international, national and local laws and regulations, industry minimum standards and any other relevant statutory requirements whichever requirements are more stringent;
- Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- Ensuring that our tour guides, hosts and other employees under contract are trained regularly;
- Training our employed tour leaders and local representatives on the avoidance of any kind of exploitation of children.

9. Destination

We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Consider sustainability aspects in the selection process of new destination;
- Not selecting destinations in which tourism leads to structural negative local effects (unless the company's involvement results in clear counter balancing effects);
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support and integration in product offers;
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law).

10. Customer communication and protection

Customer's welfare and information are very important to us. At RSD, we ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Make available a company guideline for client consultation, which is followed by client advisors;
- Ensure that customer privacy is not compromised;
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages and not promise more than is delivered;
- Make product and price information clear, complete and accurate, with regard to the company and its products and services;
- Provide destination information, which is factually correct, balanced and complete;

After booking and during holidays, we commit to this by:

- Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Inform customers about risks and precautions related to health and safety matters in the destination;
- Keep a contact person and a telephone number permanently available for emergency situations;
- Train personnel and keep guidelines available, on how to deal with emergency situations;
- Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts.

After holidays, we commit to this by:

- Measure systematically client satisfaction and take into account the results, for service and product improvements;
- Have clear procedures in case of complaints from clients.

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