

Corporate Governance and Sustainability Policy

The Reise Service Deutschland GmbH (RSD) works with various stakeholders in the tourism sector, including consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attraction providers. We are aware of the potential impact of our business activities on the environment and society, and therefore take sustainability aspects into account within the scope of our activities.

RSD aims to comply with applicable legal requirements and relevant standards and to gradually integrate sustainability aspects into processes and decisions. In doing so, we aim to enhance positive impacts on destinations and reduce negative effects. Furthermore, we promote the exchange with partners on sustainability-related topics within the framework of our cooperation.

Our sustainability policy is divided into ten topics. Each topic consists of a series of principles and corresponding practical measures. These reflect both compliance with legal and regulatory requirements as the basis of our compliance, as well as voluntary measures with which we continuously develop and improve our sustainability performance.

1. Sustainability Management

Through the following measures, we have established a basic framework for the topic of sustainability within the corporate group:

- responsibility for sustainability is clearly defined and assigned to a designated contact person who coordinates and drives forward the relevant tasks;
- having a mission statement that is communicated publicly;
- having an accessible and written sustainability policy;
- 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.

2. Internal Management: Social policy & human rights

We practise a clearly and openly communicated social policy and are committed to complying with all applicable labour, social, health and safety regulations in the countries in which we operate. These requirements form the basis of our compliance management and our responsible approach towards our employees. This particularly includes:

- the guarantee of the free choice of employment as well as the exclusion of forced, compulsory and child labour;
- respect for human rights and the assurance of equal opportunities as well as a non-discriminatory working environment, in particular with regard to recruitment, terms of employment, remuneration, education and training, career development and promotion;

- compliance with the applicable labour law regulations, including legally compliant working conditions, transparent employment contracts, appropriate remuneration as well as the proper recording and remuneration or compensation of overtime;
- the guarantee of legally mandated social benefits and employee rights, including insurance benefits, holiday and sick leave arrangements;
- the implementation of the applicable requirements for occupational health and safety protection, including the provision of appropriate first aid facilities, trained first aiders, as well as occupational medical care;
- the provision of appropriate procedures for employees to report complaints, concerns and suggestions for improvement.

Beyond these statutory and regulatory minimum requirements, we implement voluntary measures to continuously promote the well-being and development opportunities of our employees:

- the granting of leave days that exceed the statutory minimum requirements;
- the promotion of professional and personal development through individual training, further education measures and access to a digital learning management system;
- the support of employees' financial provision through capital-forming benefits;
- the option for mobile working;
- offers for health promotion and prevention, such as health campaigns, ergonomic workplace design or discounted access to fitness centres as well as supplementary company health insurance.

3. Internal Management: Environmental protection

We are committed to complying with all nationally applicable environmental regulations in the areas of waste management, wastewater treatment, and resource management. As part of our internal environmental management, we implement the following measures:

- active reduction of the use of disposable and consumer goods by establishing a central collection point for office supplies. This enables better oversight of inventory and the reduction of surplus stock. Furthermore, the reuse of office materials such as folders and envelopes is promoted;
- provision of water dispensers and reusable glass water bottles, as well as kitchen utensils and cooling appliances that allow the bringing of one's own food, thereby preventing (or reducing) waste from to-go containers;
- use of cleaning agents that are harmless and biodegradable and certified with an environmental label, as far as this is possible for us;
- use of (Blue Angel-certified) cloth towel dispensers with towel rolls made of 100% cotton with OEKO-TEX® Standard certification. Towel rolls are cleaned, inspected and reused in accordance with ISO 9001 and RABC 14065. Damaged rolls are repaired or decommissioned and reused as raw material for cleaning cloths (location Munich office);
- use of EU Ecolabel certified foam non-touch soap dispensers with auto-stop function and drip-free soap dispensing for resource conservation (by foaming the biodegradable soap concentrate, significantly less soap is used and it can be rinsed off hands more easily, thus requiring less water, location Munich);
- printing of advertising materials by a certified printing company (environmental management system according to DIN EN ISO14001: 2015; since 2009, the company Gyss Imprimeur SAS has been certified

with the 'Imprim'Vert' label and thus pursues measures to reduce environmental impact; FSC® certification), wherever possible;

- default setting to double-sided printing, as well as black and white for copying and printing devices;
- preselected setting that travel documents are preferably sent by email rather than by post (currently, around 60% of our customers receive their travel documents exclusively in digital form);
- active monitoring of energy consumption and the resulting greenhouse gas emissions. The following measures are intended to contribute to the reduction of energy consumption and greenhouse gas emissions:
 - 100% sourcing of energy from renewable energy sources;
 - use of energy-efficient lighting (LED lamps throughout the office);
 - when not in use (e.g. overnight or at weekends), lights as well as electrical, heating and cooling devices are switched off; use of an automatic on/off system with motion sensors and switching devices to energy-saving mode where possible;
 - preference for energy-saving devices when purchasing new items;
- digital document management to reduce paper consumption as well as the introduction of digital tools, such as e-signatures;
- precise separation of paper, plastic, glass and electronic waste, as well as homogeneous and professional disposal by certified waste management companies;
- training of employees on correct waste separation and raising awareness through information signs in office and kitchen areas;
- motivation of employees through financial support to use public transport or sustainable means of transport (covering the cost of the Deutschlandticket; discounted leasing rates for company bikes);
- reduction of traffic-related impacts through the option of mobile working as well as tele-/video conferences.

4. Partner agency

We are committed to conducting our business on the basis of clear contractual agreements with our partner companies and to promoting compliance with applicable labour and social law requirements in our supply chain. This includes, in particular, written agreements with our partner agencies as well as the expectation that our business partners comply with all relevant national laws and regulations for the protection of workers. Beyond these fundamental requirements, we implement further measures to promote responsible and sustainable tourism. These include, in particular:

- the communication of our sustainability policy as well as the signing of a letter of intent regarding key principles of sustainable and responsible tourism;
- the inclusion of sustainability clauses in contracts with partner agencies, particularly with regard to the selection of means of transport and accommodation as well as compliance with applicable labour and social law standards;
- the inclusion of contractual clauses that allow for the extraordinary termination of the cooperation if a partner company does not take appropriate measures to prevent child labour or the exploitation of children in its direct supply chain;
- the handing over of a manual which addresses both general and sustainability-related expectations in the context of cooperation and the upcoming season.

5. Transport

We believe that transport is an important aspect of sustainable tourism. Therefore, we try to ensure that vehicles used on tours do not cause above-average environmental pollution. We commit ourselves to this by:

- the inclusion of a clause in contracts with partner agencies which stipulates the consideration and preference for the most environmentally friendly mode of transport for transfers and excursions at the destination, taking into account price, comfort and practical aspects, by primarily using vehicles with the lowest possible CO₂ emissions.

6. Accommodations

The partner accommodations also play an important role. For this reason, our partner agencies are encouraged to take sustainability criteria into account when choosing accommodations. We implement this by:

- the inclusion of a clause obliging the partner agency, when selecting accommodation, to give preference to those that also promote ethical and sustainable tourism and/or meet standards for ethical and sustainable business management. This includes (among others) the rejection of child labour, a ban on child prostitution and/or sexual abuse of children in accommodation, as well as the immediate reporting of such incidents to the police, a commitment to anti-corruption, waste and environmental management, protection of biodiversity, as well as international certifications such as GSTC, Travelife and similar.

7. Excursions and activities

We take the protection of animals and communities into account. In doing so, we comply with applicable regulations and promote responsible use of natural resources within the framework of cooperation with partners. 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 promote the involvement of local communities and are committed to fair, safe and legally compliant working conditions for local service providers commissioned by us. This includes in particular:

- the cooperation with qualified local tour guides, representatives and other local staff as well as the promotion of their professional development through needs-based training and qualification measures;
- the expectation that our local partners comply with all applicable international, national and local labour, social and human rights regulations as well as relevant industry standards;

- ensuring transparent and fair employment conditions, including written and comprehensible contractual agreements as well as appropriate remuneration that at least meets the applicable legal or industry-standard requirements;
- the regular training of tour guides, local representatives and other contractual partners on relevant quality, safety and sustainability topics;
- raising awareness and training our tour guides and local representatives to recognise, prevent and report the exploitation and abuse of children in the tourism environment.

9. Destination

We intend to have a positive impact on the target region and its population through our business activities. To this end, we commit ourselves by:

- 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 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

The well-being of our customers and the provision of comprehensive information are of the utmost importance to us. At RSD, we ensure clear communication and protect our customers by complying with all legal requirements. These include, in particular, insolvency protection, comprehensive disclosure obligations and ensuring that the trip is carried out properly. In addition, we offer voluntary services such as a 24-hour medical on-call service and crisis management, which enhance the safety and satisfaction of our guests throughout their trip.

Prior to booking, we commit to this by:

- ensure that customer privacy is not compromised;
- comply with relevant standards 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.

Munich, August 17, 2026

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