

IMPACT REPORT 2025

Key sustainability highlights and achievements of DERTOUR Group

TRUSTED
TRAVEL
TEAM

OVERVIEW

DERTOUR Group, a member of the REWE Group, is one of Europe's leading travel groups. With more than a century of experience, DERTOUR Group is home to approximately 200 companies offering a wide variety of holiday experiences designed so people can relax, explore or pursue their passions. An international team of around 15,000 employees supports millions of guests annually throughout their entire journey.

Travel fosters intercultural connection, openness, and mutual understanding, while also serving as a key global economic driver that supports employment, prosperity, and sustainability initiatives in destinations. As part of its commitment to sustainable tourism, DERTOUR Group actively invests in more responsible travel practices and long-term destination partnerships. In a time of profound transformation, sustainability is becoming increasingly important for the entire tourism industry. It is no longer about following a trend, but about preserving the foundations of our economy and travel.

DERTOUR is actively shaping this change with its sustainability program "Committed to the World" that is based on a four-pillar model: **Sustainable product & conscious travel**, **Energy, climate & environment**, **Social commitment** and **Employees** form the strategic framework for more sustainable transformation. This structure enables DERTOUR to set clear priorities both internally and externally and to embed sustainability across all areas of the company.

This report shows how DERTOUR Group is developing this path and highlights what has been achieved so far – transparently, ambitiously, and in collaboration with partners, employees, and customers.

"Sustainable tourism is the result of continuous change. As a global company, we take a holistic view of responsibility and are committed to balancing economic stability, social fairness, and the protection of natural habitats. Our aim is to shape tourism in such a way that it creates long-term added value for people, regions, and the environment."

Christoph Debus
CEO
DERTOUR Group

"Our first impact report reflects our commitment to greater transparency, and shows how we are embedding responsibility across our business. It shows the progress we have made so far and highlights the meaningful achievements within our sustainability efforts."

Laura Steden
Director Corporate Responsibility
DERTOUR Group

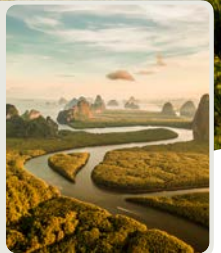
Sustainable products & conscious travel
Improving impact throughout the value chain towards responsible tourism.



Energy, climate & environment
Responsible use of resources, reduction of emissions in business operations and supply chain.



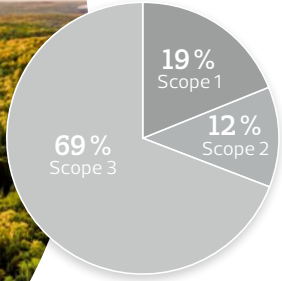
Social commitment
Responsibility beyond the business sector.



Employees*
Promoting satisfaction, performance, and productivity of employees for fair cooperation.



* not part of the impact report



HOTELS GO NET ZERO

As part of the Futouris³ "Hotels Go Net Zero" project, DERTOUR Hotels & Resorts and DSR Hotels conducted initial climate audits across selected properties. The aim was to record Scope 1–3 emissions and use the results to develop tailored Net Zero roadmaps with concrete recommendations for implementation.

The pie chart exemplary shows the Scope 1–3 emissions at the Aldiana Club Fuerteventura.

NET ZERO 2050

DERTOUR Group aims to reach Net Zero emissions by 2050. To support this goal, DERTOUR's groupwide ONE Climate program coordinates all climate-related activities and drives the implementation of the Science Based Targets Initiative (SBTi)¹ pathway. As over 90% of DERTOUR's total emissions fall under Scope 3², the main focus lies on reducing value chain emissions through targeted supplier engagement.

4,085 €
in 2025



have been contributed by DERTOUR customers through voluntary climate protection contributions.⁴

Funds support the DERTOUR Foundation project in Sri Lanka, where Wildlife and Ocean Resource Conservation (WORC) plants mangrove trees to protect coastlines, create habitats, and capture CO₂.

KlimaLink

Travel Footprint Database



Since 2025, DERTOUR Group has integrated CO₂e emission data for flights into its internal booking systems and travel agencies.⁵ DERTOUR Group works with emissions data provided through KlimaLink⁶. As a founding member, DERTOUR Group contributes to the development and implementation of a unified CO₂e calculation standard for the tourism industry.



Sustainable Aviation Fuel

To reach its climate targets, DERTOUR Group increasingly relies on strong partnerships, particularly in aviation. In 2023, DERTOUR Group entered a strategic partnership with Lufthansa Group to expand the use of Sustainable Aviation Fuel (SAF)⁸, and has made a commitment to strengthen the availability and use of SAF with other tourism stakeholders.

Hotelplan

Hotelplan, a brand of DERTOUR Suisse, is offering customers SAF made from bio-based waste materials and purchased from multiple partners in the past to drive demand and support the scale-up of this technology.

SAF investment helped save around 1,300 metric tonnes of CO₂e.⁹

1 in 3 bookings in 2025 with a flight booked at Hotelplan retail stores contained a voluntary SAF contribution, demonstrating strong customer engagement in more sustainable travel choices.⁹

DSR Hotels

As part of the energy management system, DSR Hotels have set ambitious targets⁷:

Establish a self-sufficient power generation in **25%** of its properties by 2030 and a reduction of water consumption of **5%** by 2030.*

* compared to base year 2025

30% ELECTRICITY REDUCTION
in Frankfurt headquarters by 2030*



10% ELECTRICITY REDUCTION
per travel agency on average in Germany by 2030*

DERTOUR reduces emissions by improving resource and energy efficiency across its sites. In Germany, energy management is integrated into the REWE Group's ISO 50001 certified system.⁴

* compared to base year 2019

ANIMAL WELFARE

DERTOUR Group has adopted a binding [animal welfare policy](#) based on recognised standards, including those of the Association of British Travel Agents (ABTA). With that, elephant riding has been removed from the program, and since November 2025 no activities involving direct contact with marine mammals or shows featuring non-natural animal behaviour are offered.



DERTOUR Suisse

DERTOUR Suisse's in-house specialist for northern destinations, Kontiki Reisen, is the first international tour operator to implement an [animal welfare guideline](#) specifically for husky safaris in 2025. The criteria are based on existing best practice standards and were developed together with animal welfare experts of ANIMONDIAL¹⁰ and three husky kennels.

19 DMCs are engaged to Travelife¹². In total, DERTOUR Group counts 21 Destination Management Companies (DMCs) with around 71 offices in 31 destinations.

Child safeguarding

Together with its partners, DERTOUR Group is committed to upholding children's rights in tourism. Based on its [external policy on child safeguarding](#), DERTOUR Group has developed a comprehensive internal child safeguarding guideline. This sets out strict requirements for tourism products and activities and defines measures and processes to ensure their effective implementation. Furthermore, all business partners of the DERTOUR Group are subject to the Supplier Code of Conduct, which forms the framework for the human rights requirements.

Over 3,100 employees trained in 2025 with the Code E-Learnings

DERTOUR Group signed the Code of Conduct for the Protection of Children from Sexual Exploitation back in 2016, and has been implementing all six criteria of The Code¹¹ ever since.



DERTOUR, ITS and Meiers Weltreisen label more sustainable accommodation with the "engage – people & planet" signet. Hotels that are externally certified for their sustainable management according to an internationally recognized certification system are marked with a dark green, heart-shaped leaf.

OVER 80 STAKEHOLDERS CONSULTED

As a member of the Roundtable for Human Rights in Tourism¹³, DERTOUR Group contributed to a [Tourism Impact Assessment](#) in South Africa 2025, that included consultations with industry and community stakeholders as well as focus groups in Cape Town and Johannesburg. Based on the results of the assessment, DERTOUR Group supported two targeted capacity building measures for local business partners, strengthening awareness and responsible business conduct among tourism stakeholders.



> 35% of hotels in the core portfolio are externally certified for their sustainable management.¹⁴

3x Top Member of The Code

DERTOUR Group has been appointed between 2023 and 2025.

DERTOUR UK

58 VILLAS are currently part of CV Villas Positive Impact Collection

Each villa in this collection has undergone a rigorous assessment focusing on four core areas: supporting local communities, efforts in conservation, resource efficiency, and promotion of conscious travel. **The target is to increase the collection by 20% in 2026**, further strengthening the commitment to responsible tourism experiences.

DERTOUR

FOUNDATION

Founded in 2014, DERTOUR Foundation serves as the non-profit arm of DERTOUR Group. It embraces the company's commitment to social and environmental responsibility in the destinations where it operates, supporting sustainable development and creating meaningful change. The Foundation funds and drives projects worldwide that promote education, protect natural habitats, and preserve biodiversity. Since 2025, it has also been a UK-registered charity.



have been supported by the DERTOUR Foundation since 2014 through worldwide school construction projects in cooperation with experienced local partners, ensuring construction progress, sustainable care, and educational opportunities for the children.



85% of DERTOUR Foundation projects focus on **education** and **women empowerment**.

Both areas create long-term opportunities and strengthen local communities. In addition, DERTOUR Foundation works across two more impact pillars: nature conservation and animal protection, reflecting its commitment to protecting ecosystems and biodiversity.



Over 33,000 beneficiaries have been reached through DERTOUR Foundation projects worldwide since 2014.



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- 1 SBTi provides companies with a clear, science aligned pathway to reduce greenhouse gas emissions in line with what is needed to limit global warming to 1.5° C and meet the goals of the Paris Agreement.
- 2 Scope 1 covers direct emissions from owned or controlled sources. Scope 2 includes indirect emissions from purchased energy. Scope 3 comprises all other value chain emissions, such as suppliers, transport, waste and product use.
- 3 Futouris is the sustainability initiative of the German-speaking tourism industry.
- 4 Valid only for DERTOUR Germany.
- 5 Valid only for DERTOUR Germany and DERTOUR Suisse.
- 6 KlimaLink provides consistent emissions data to display climate footprints for individual travel components and entire trips directly at the point of sale. As a registered association, KlimaLink e.V. was established to create a unified emissions calculation standard for the tourism sector.
- 7 Valid only for DSR Hotels. DSR Hotel Holding is a subsidiary of the hotel division of the DERTOUR Group.
- 8 Sustainable Aviation Fuels (SAF) are a key lever for the future of air travel. They are mainly produced from biological waste and residual materials. SAF provides a more sustainable alternative to conventional kerosene and has the potential on its entire lifecycle to reduce the aviation carbon footprint by up to 80%.
- 9 Valid only for Hotelplan, a brand of DERTOUR Suisse. Hotelplan is part of DERTOUR Group since 2025.
- 10 ANIMONDIAL is a specialist consultancy supporting travel and tourism businesses to improve animal welfare, halt biodiversity loss and ensure nature's recovery.
- 11 The Code is based on the UN Convention on the Rights of the Child, which has manifested the need to protect children since 1989.
- 12 Travelife is a training, management and certification initiative for tourism companies to manage and improve social and environmental impacts by complying with sustainability criteria.
- 13 The Roundtable for Human Rights in Tourism is a non profit, multi stakeholder initiative that promotes human rights in tourism.
- 14 Valid only for DERTOUR Germany, DERTOUR Austria and DERTOUR Suisse. The core portfolio includes e.g. owned/leased/management/franchise hotels as well as high volume hotels.

DERTOUR Group GmbH
Humboldtstraße 140-144
51149 Cologne

Tel.: +49 69 9588-8000
presse@dertour.com

Managing Directors:
Christoph Debus, Dr. Ingo Burmester,
Joao Gonzaga, Patrick Lambertz,
Boris Raoul

Local Court of Cologne, HRB 89529
VAT No.: DE312716905

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GROUP