

DMC

N O R D I C

DENMARK ESTONIA FINLAND
NORWAY SWEDEN

STAY NORDIC COOL, LEAVE INSPIRED!

Corporate Social Responsibility

September 2023 Edition



Our Green Profile

As industry leaders, we acknowledge our role in contributing to a better world. Thus, we approach our work with an active sustainability mindset in all of its forms - be it environmental, economic, social, or human.

When designing and running programs for our clients, we always strive to promote a culture of responsibility by implementing sustainable elements and practices that go all the way through the many layers of execution.

We stress the importance of dialogue with our suppliers in order to discuss how we together can enhance our practices and better our footprint.

We collaborate with suppliers who are willing to partake responsibility with us and can provide the most sustainable solutions in each of their fields - from environmentally-friendly transportation services to green activity options and organic dining and catering for our special events.

We actively work to giving back to the world by supporting numerous environmental, humanitarian, and social organizations such as World Wide Fund for Nature (WWF), Plan International, Danish Cancer Society, Danish Hospital Clowns, etc.

DMC Nordic Green Certifications



DMC
N O R D I C
—
N O R W A Y

2021

DMC Nordic Norway receives
Eco-Lighthouse certification



DMC
N O R D I C
—
E S T O N I A

2023

DMC Nordic Estonia receives
Travelife Partner certification



DMC
N O R D I C
—
D E N M A R K

2023

DMC Nordic Denmark receives
Green Tourism Organization
certification

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Eco-lighthouse®

DMC Nordic Norway has received Eco-lighthouse certification

In November 2021 DMC Nordic Norway AS was certified as an Eco-Lighthouse. This means that DMC Nordic Norway AS's environmental standards and routines comply with the criteria required to be Eco-Lighthouse certified.

We can document that our working environment, purchasing policy, energy saving, transport, waste, and emissions are satisfied and we meet the requirements and implement measures for a more environmentally friendly operation.

Sustainability certification will have a positive impact on us and may give us a competitive advantage and in the future, it may be a requirement.

Eco-Lighthouse is a national certification scheme aimed at small and medium-sized companies, both in the private and public sectors, who want to be visible for their environmental commitment. The Eco-Lighthouse Foundation is the first national certification scheme in Europe to be recognized by the European Commission. The recognition verifies that the scheme holds the standard and quality on par with international eco-labeling schemes (EMAS and ISO 14001)

**We are
Eco-lighthouse
certified**



**We are
passionate
about
sustainability**

**We take
responsibility for
the environment**





Sustainability Award

DMC
N O R D I C
ESTONIA

This certificate is awarded to

DMC Eesti OU

Tallinn, Estonia

as evidence of the successful completion of the Travelife Partner sustainability management, reporting and compliance obligations for tour operators and travel agents. All requirements have been met to earn the title of

Travelife Partner

Date of first award 04 May, 2023
Valid from 04 May, 2023
Valid until: 04 May, 2025
Certificate number: EE0106
Website: www.travelife.info

Travelife
P A R T N E R
Committed to sustainability

A.H.H. Kusters
Travelife for Tour Operators
Manager

SUSTOUR



Travelife is a trademark of Travelife Ltd.



DMC Eesti OU achieves Travelife Partner level

Amsterdam, May 4th, 2023

The Travelife Partner level award was received today by DMC Eesti OU (Estonia). The award recognizes the long-term efforts of DMC Eesti OU regarding sustainability and Corporate Social Responsibility.

DMC Eesti OU complies with more than 100 criteria, related to an operator's office management, product range, international business partners, and customer information. The Travelife Partner level standard is covering the ISO 26000 Corporate Social Responsibility themes, including environment, biodiversity, human rights, and labor relations.

DMC Eesti OU participates in the EU-funded SUSTOUR project that runs from 2020 – 2023 and aims to promote sustainability in the European tour operator sector through a business-led approach. The project supports over 600 small and medium-sized enterprises from 35 European countries in improving their sustainability performance through training, coaching, and peer-to-peer learning opportunities. Mr. Naut Kusters, manager of Travelife for Tour Operators, "I am delighted to see that sustainability in the tour operator sector is obtaining momentum. The Partner Award of DMC Eesti OU will inspire other companies in Europe to follow the same path.

Travelife is the leading international sustainability certification for the travel sector. More than 35 national travel associations are promoting the scheme to their members including, SMAL, APAVT, UHPA, ANVR, ABTA, PATA, and more.

DMC

N O R D I C

DENMARK

Green & Sustainable Tourism

Environmental Award



DMC Nordic

2023

You are at a Green Tourism Organization. We meet Green Tourism Organization's stringent environmental requirements, which include both concrete efforts in the building as well as initiatives to promote sustainable tourism. We make it easier for you to make a sustainable choice without affecting your experience, holiday or meeting.

Green Tourism Organization is a Danish invention and a sister label to Green Key, which is an eco-label available worldwide, awarded to tourism businesses in more than 60 countries.

Du er på en Green Tourism Organization. Vi lever op til Green Tourism Organization's skrappe miljøkrav til turismeorganisationer, som både gælder for denne bygning og for vores indsats for at fremme bæredygtig turisme. Vi gør det lettere for dig at vælge bæredygtigt - uden at det går ud over din oplevelse, ferie eller møde.

Green Tourism Organization er en dansk opfindelse og søsterordning til Green Key, som er turismens internationale miljømærke, der tildeles turismevirksomheder i mere end 60 lande.

GREEN TOURISM ORGANIZATION
Vodroffsvej 32 • 1900 Frederiksberg C
+45 35 24 80 80 • Green-key@horesta.dk

[GreenTourismOrganization.dk](https://www.GreenTourismOrganization.dk)



A person in a dark suit and blue tie is holding a glowing green globe. The globe is decorated with green leaves and silhouettes of wind turbines. The background is a soft-focus image of the person's torso and hands.

DMC Nordic Denmark is certified as a Green Tourism Organization

About GREEN TOURISM ORGANIZATION?

Tourism destinations - and organizations play a central role in tourism and the promotion of sustainable tourism by creating sustainable development amongst the local agents and by attracting meeting - and leisure tourists, who are looking for a sustainable experience.

GREEN TOURISM ORGANIZATION helps to ensure that the organization's own company is sustainable and makes it possible for them to promote and brand the organization on their sustainability and green efforts.

FOR DESTINATIONS WITH A MISSION

This scheme not only focuses on what the tourism organization does on its own premises and that the organization is working actively with growing sustainability within its field of business. It also focuses on the destination as a whole and the fact that it has many eco-labeled accommodation opportunities as well as a formulated environmental effort.

A TRUSTWORTHY SCHEME WITH A RECOGNIZED CONCEPT

GREEN TOURISM ORGANIZATION is a trustworthy scheme with strict criteria, a trustworthy application - and control process, and a jury that evaluates each case for approval.

GREEN TOURISM ORGANIZATION is built on the foundation and experiences of Green Key, which was created by the Danish Outdoor Council and HORESTA more than 20 years ago, It is now present in more than 60 countries and awarded to more than 3000 organizations.

The EPA defines sustainability as

“Everything that we need for our survival and well-being depends, either directly or indirectly, on our natural environment. Sustainability creates and maintains the conditions under which humans and nature can exist in productive harmony, that permit fulfilling the social, economic, and other requirements of present and future generations.

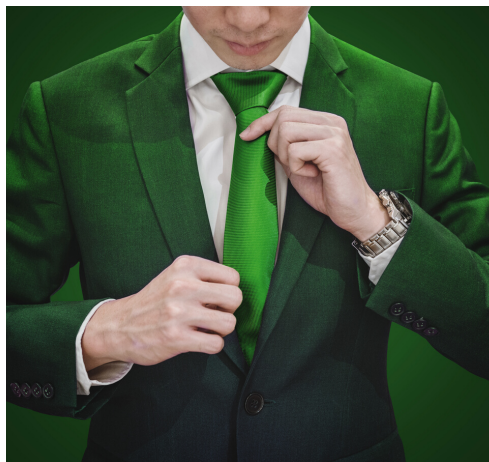
Sustainability is important to make sure that we have and will continue to have, the water, materials, and resources to protect human health and our environment.”



A BETTER WORKPLACE



A BETTER WORLD



A BETTER BUSINESS

**DMC NORDIC
SUSTAINABILITY
COMMITMENT**



"It is not good enough to do what the law says. We need to be at the forefront of these social responsibility issues"

-Anders Dahlvig, CEO of IKEA, quoted in Financial Times.



We Are Against Discrimination

At DMC Nordic majority of us come from different cultures and backgrounds. We embrace the uniqueness of each employee. There is no discrimination (or toleration for discrimination) against any applicant or employee based on age, gender, race, color, religion, national origin, ancestry, sexual orientation, disability, marital status, veteran status sex (including pregnancy, childbirth, and other specific conditions) or any other characteristic protected by law.

We Are Against Violence

At DMC Nordic we will never tolerate any kind of acts or threats of physical violence—including intimidation, harassment, or coercion— that occur in the workplace or during the conduct of company business off company property. We value the unique background of each of our employees. We won't discriminate (or tolerate discrimination by our employees) against any applicant or employee based on age.

We Are Against Harassment

At DMC Nordic we prohibit sexual harassment and harassment based on race, color, national origin, ancestry, religion, creed, sexual orientation, disability, marital status, medical condition, veteran status, age, or any other characteristic protected by law.

We Are Against Drugs

At DMC Nordic we constantly work on establishing and maintaining a drug-free environment and always ensure that our employees perform their duties unaffected or impaired by the effects of drugs or alcohol.

We Promote Health, Safety, and Environmental Protection

At DMC Nordic every single employee is protected from unreasonable health and safety risks on the job. All our services and facilities are managed in a way that protects the safeguard and wellbeing of our employees, customers, and the environment.

We Promote Compensation and Benefits

At DMC Nordic we make sure to offer all our employees benefit and compensation programs that are competitive and appropriate within markets we operate in.

We Promote Work-life balance

At DMC Nordic we constantly communicate with our employees in order to understand how we can make sure that there's is a perfect work-life fit. We aim to create a flexible workplace that serves the requirements of both the company and the individual.

We Promote Open communication

At DMC Nordic we always promote and practice honest and open communication between all employees regardless of their work position. This approach is a vital element in order to guarantee a positive work environment. All employees are encouraged to present their ideas, suggestions, or raise their questions and air their concerns. We always make sure that everybody is heard and proper actions are taken.

We Promote Professional development

AT DMC Nordic we always make sure that all our employees have opportunities and resources to build the knowledge, skills, and abilities that will have a consequential profound effect on their and our company's success.





**“The greatest threat to
our planet is the belief
that someone else will
save it.”
- Robert Swan, Author**



A BETTER WORLD

We Care About **Local Empowerment**

At DMC Nordic we believe that investment in the community begins with the individual. We encourage our employees' efforts to improve their local communities through social investment, business relationships, and charitable activities.

We Care About **Partnering for a common cause**

At DMC Nordic we aim to combine the energy of our business with the power of our business partner relationships to do more for global and local communities than we could do on our own.

We Care About **Foundational practices**

At DMC Nordic we work hard on establishing policies and programs that specifically outline how we conduct business in a safe, environmentally sound manner in accordance with relevant legislation and regulations.

We Care About The way we work

DMC Nordic operations reflect our focus on recycling, conserving resources, and preventing pollution.

We Care About Facilities

DMC Nordic facilities planning and processes take into account environmental considerations like energy consumption, commuting emissions, and efficient use of office space.

We Care About Making corporate travel greener

DMC Nordic is committed to providing products and services that promote environmentally sound travel practices, minimize waste and reduce harmful emissions to the air, water, and land.

We Care About Working with suppliers

DMC Nordic Supplier Code of Conduct encourages our business partners to adopt practices aligned with our environmental principles, ethical business practices, human rights and labor practices.



**A BETTER
WORLD**



**“Being a good human
being is good business.”**
– Paul Hawken, environmentalist,
entrepreneur, and writer



A BETTER BUSINESS

We Care About Quality and fairness

DMC Nordic delivers what we promise, and only promises what we can deliver.

We Care About Internal financial reports

DMC Nordic maintains accounts and records and prepares financial reports in a way that conforms to our own policies and to applicable laws.

We Believe In Zero tolerance for bribes

DMC Nordic employees may not pay or offer to pay or give anything of value to induce or reward favorable action in any business transaction.

We Care About Insider information

DMC Nordic employees must never use information learned during their employment with us for personal gain. Nor may they share information with anyone (family or otherwise) not employed by us.

We Care About Vendor relationships

DMC Nordic employees may not select a vendor for any reason other than its ability to fulfill our company needs.

We Care About Hardware protection

DMC Nordic protects the company's computers, mobile devices, and other information storage devices with appropriate information security policies, procedures, and technologies.

We Care About Acceptable use protocol

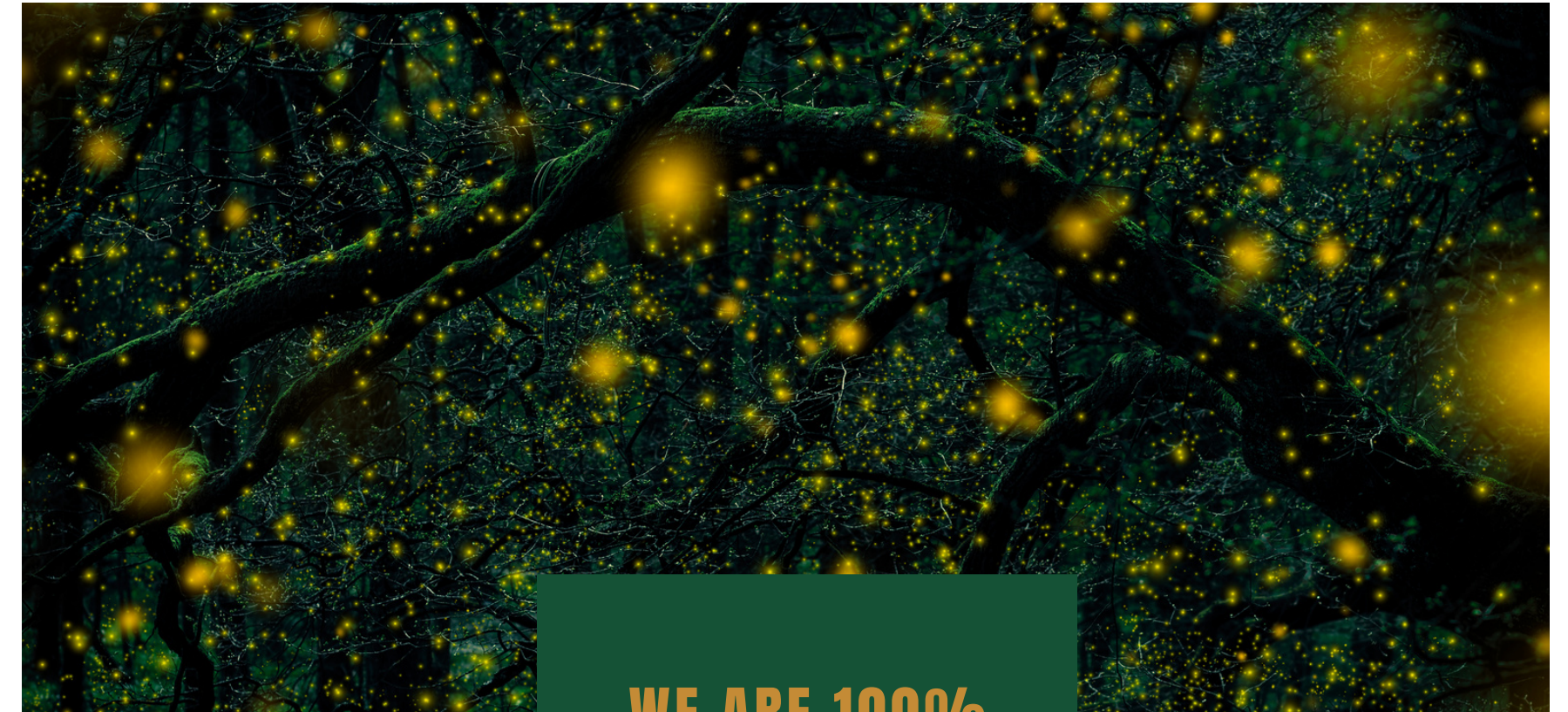
DMC Nordic information security measures apply regardless of the media on which information is stored (paper, overhead transparency, computer bits, etc.); the systems that process it (personal computers, voicemail systems, etc.); or the methods by which it's moved (email, telephone, face-to-face conversation, etc.).



At DMC Nordic we work hard to make sure that this is a healthy and inspiring place of work.

One of the major factors in making sure that our office is a good place of work is making sure that we are committed to sustainability and apply these practices not only at work but also while interacting with our customers and local communities.

We set high expectations for ourselves—and we're always 100% committed to meeting them.



**WE ARE 100%
COMMITTED**





**Have A
Question?**



contact@dmc-nordic.com
www.dmc-nordic.com