osapiens®
for sustainable growth

Driving Sustainable Tourism

Digital responsibility across the value chain with the osapiens HUB for Supply Chain Compliance (LkSG)

DERTOUR GROUP

Unternehmen:

DERTOUR Group GmbH

Approx. 15,000 employees

Tourism industry

Produkt:

osapiens HUB for Supply Chain Compliance (LkSG)

Ergebnisse:

Centralized digital platform for supply chain management in accordance with the German Supply Chain Act (LkSG)

Automated risk analyses with a focus on high-risk suppliers

Scalable implementation of human rights due diligence obligations, supported by the osapiens HUB as a platform and neutral sparring partner in the industry dialogue among tourism companies

Learn more about the partnership between DERTOUR and osapiens.

Sustainability as a strategic foundation

DERTOUR Group is the travel and tourism division of the REWE Group and one of Europe's leading travel groups. The group consists of around 200 companies across 16 European countries, along with international operations covering more than 50 brands. The integrated structure of DERTOUR Group spans the entire tourism value chain. The group operates as a tour operator, travel agency distributor, and destination management company, while also owning its own hotel brands. These activities are further complemented by a network of external partners. Sustainability has been an integral part of DERTOUR Group's corporate strategy for many years. In addition to environmental issues, the focus is particularly on social responsibility and human rights standards within the tourism value chain. Given the changing regulatory landscape, the DERTOUR Group began early to structure its internal processes. The goal: systematically embed human rights due diligence and document it efficiently. This raised the question of how to integrate international units and suppliers in a uniform manner, given the industry-specific complexity and heterogeneous system landscape.

> The **osapiens HUB** impressed us not only with its **automation** and **deep integration capabilities** – the greatest value came from the **flexibility** to work together to develop a solution tailored precisely to the needs of the travel industry.

LAURA STEDEN
DIRECTOR CORPORATE RESPONSIBILITY
DERTOUR GROUP

Automation and adaptability with the osapiens HUB

In order to incorporate human rights due diligence obligations in a structured way, DERTOUR Group opted for the osapiens HUB for Supply Chain Compliance (LkSG). Key factors in this decision were the system's flexible architecture and its ability to realistically map industry-specific structures and risk scenarios.

The osapiens HUB for Supply Chain Compliance supports the DERTOUR Group in identifying and classifying relevant risks along the tourism value chain, and integrating them into existing processes. The platform addresses the regulatory requirements of the German Supply Chain Due Diligence Act (LkSG) and reinforces DERTOUR Group's overarching goal of fulfilling its responsibilities systematically along the tourism value chain. On this basis, human rights issues can be systematically addressed and gradually integrated into day-to-day operations.

This makes the osapiens HUB for Supply Chain Compliance a supportive tool that facilitates the integration of sustainability and human rights issues into everyday business operations, while also digitally reflecting existing values.

Implementation: From planning to international rollout

The implementation of the osapiens HUB for Supply Chain Compliance took place in close collaboration between Corporate Responsibility, Hotel Procurement (Contracting/Partner Management), IT, as well as Product, Destination Agencies, and local contacts in the divisions and units. The process was rolled out in stages. Initially, the focus was on the Central European units. In the second phase, international companies were integrated. Due to the flexible platform architecture of the osapiens HUB, data that existed in various formats across the respective units could be easily utilized, uploaded into the system, and directly used for specific risk analyses. Additionally, clearly defined roles and responsibilities supported efficient collaboration across different organizational units. As part of the introduction of digital questionnaires, communication played a central role. Through structured information measures, training sessions, and direct engagement with relevant partners, the acceptance of the new digital process was significantly increased.

Results: Transparency, efficiency, and accountability

Measurable results have already been achieved based on the introduced processes. Following an initial risk analysis of a mid-five-figure number of business partners, the osapiens HUB automatically and individually processed those business partners classified as high-risk. The platform enables clear, data-driven prioritization of risks, and lays out the foundation for targeted measures and long-term strategies. Meanwhile, internal collaboration between Procurement, Corporate Responsibility, IT, local contacts, and business units has improved due to the shared data foundation. With the osapiens HUB, DERTOUR Group now has a centralized, scalable system that efficiently meets regulatory requirements and supports transparency and the measurability of sustainability-related measures.

Industry dialogue as a complementary success factor

Beyond the digital implementation of human rights due diligence obligations, the collaboration between the DERTOUR Group and osapiens has given rise to a structured industry dialogue. In a regular exchange forum, key players in the tourism industry come together to discuss current challenges, common standards, and practical solutions along the tourism value chain. DERTOUR Group actively participates in this monthly dialogue with other major tour operators. In this context, osapiens assumes the role of a neutral facilitator and host. By independently moderating the exchange, osapiens creates a legally compliant framework for open dialogue between competitors, while simultaneously promoting joint progress on key sustainability and human rights issues.

The industry dialogue effectively complements the use of the osapiens HUB: insights from the exchange are incorporated into the further development of processes, evaluation criteria, and solutions, thereby strengthening the practical enforcement of human rights due diligence beyond individual companies.

Further results aligned with corporate values

DERTOUR's commitment to the tourism value chain is part of a comprehensive approach to sustainability. As part of these efforts, for example, the "Human Rights in Tourism Training" was developed as an industry-wide supplier training program in collaboration with Futouris e.V., the Roundtable on Human Rights in Tourism, the German Federal Ministry for Economic Cooperation and Development, and various private-sector stakeholders and tour operators. The free online training is aimed at direct partners in the tourism industry worldwide, and serves as a valuable complement to the osapiens HUB for the integration of human rights and sustainable practices.

Furthermore, since its founding, the DERTOUR Foundation has supported over 100 initiatives in more than 30 countries across five continents and is involved in numerous projects worldwide. The focus is on topics such as education, environmental conservation, and animal welfare in tourist destinations.

> The regular exchange with other **travel operators** is incredibly valuable to us. **osapiens** creates the framework to openly discuss shared challenges and develop **practical solutions for the tourism industry,** far beyond the tool itself.

JULIAN BERG
MANAGER CORPORATE RESPONSIBILITY
DERTOUR GROUP

Do you have any questions?

Contact us for
more information!

Learn more

osapiens®
for sustainable growth

osapiens – one platform for sustainable growth

osapiens develops cloud-based software solutions that empower companies to drive sustainable growth across their entire value chain. With powerful data integration and real-time analytics, osapiens supports companies to consolidate, interpret and act on complex operational data and sustainability metrics.

The osapiens HUB – a scalable, AI-powered platform – combines over 25 solutions to enhance operational efficiency and sustainability in two core areas: **Transparency solutions** enable companies to map and monitor their entire value chain to mitigate supply chain risks and comply with regulatory requirements such as EUDR, CSRD and CSDDD. **Efficiency solutions** facilitate operational excellence by streamlining maintenance processes, optimizing asset performance, and enabling efficient planning, scheduling, and field service operations.

Headquartered in Mannheim, Germany, osapiens works with an international team of over 500 employees to support more than 2,500 customers worldwide.

2.500 +	Customers
60 +	Countries
550 +	Employees
60 +	Nationalities

Contact us

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