

Bangkok Head Office

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SEA TOURS'S GENERAL SUSTAINABILITY POLICIES

SEA Tours approach to business is guided by our awareness of the delicate path we must tread to remove any negative impacts to the environment by travelers today and in the future. We have always believed that tourism organizations should play a pivotal role in caring for the planet's natural ecosystems, cultural heritage locations and communities, both at home and in places we visit. As leaders in the industry, we make a pledge to the following principles of tourism management: Education, Inclusivity, Integrity, Transparency, Stewardship and Continuous Improvement. We continually seek to expand our ways of creating a sustainable planet and are fully committed to implementation of the principles and processes with the Travelife Sustainability in Tourism program. Our internal planning, our processes and our operational partnerships are carefully managed to deliver meaningful and impactful results for sustainability and conservation.

1. Sustainability Management & Legal compliance

- To have an appointed employee who is responsible for sustainability coordinator tasks;
- To have a sustainability mission statement that is communicated to customers, partners and suppliers;
- To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities.
- To conduct baseline assessment of the company's performance on sustainable practices;
- To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- To ensure 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

- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To determinate and compensate of overtime working hours based on agreement;
- To provide medical and liability insurance according to the national law;
- To grant employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;
- To have first aid sets and trained staff are available at all relevant locations;
- To obey national concerning Minimum Age for Admission to Employment;
- To have documented effective procedures in place for employees to voice out their complaints and expectations;
- To prohibit discriminations, 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;



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3. Internal Management: Environment and community relations

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Purchase products in bulk, to reduce the amount of packaging materials;
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Switch off lights and equipments when not in use, and set equipment by default in the energy saving mode, where this is feasible;
- Prefer low energy equipment when buying new items, including considerations of cost and quality;
- Comply with the national legislation concerning waste disposal;
- Separate all materials which can be recycled and organize collection and proper disposal;
- Implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;
- Maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,

4. Accommodations

- Preferring and selecting accommodations that are locally owned and managed;
- Selecting accommodations that employ local communities;
- Encouraging accommodations to fill in the sustainability questionnaire to gain insight in their practices;
- 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;
- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;

5. Excursions and Activities

- Advising guests on behavior standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilization is sustainable and in compliance with local, national, and international law;
- Having skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;



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- 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) production methods, or visiting social projects;
- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;

6. Tour leaders, Local representatives and Guides

- 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;
- 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 qualified and trained regularly;
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it.
- Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);

7. Destination

- Support initiatives that improve the relationships between accommodations and local producers;
- Influence and support local government (when possible, together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues;
- 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);

8. Customer Communication and Protection

- 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.



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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;
- 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;
- Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artifacts and articles containing materials of threatened flora and/or fauna in the destination;
- Motivate clients to use local restaurants and shops (where appropriate).



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