

SUSTAINABILITY POLICY

(Thailand)

OUR MISSION

Our aim is to contribute to a sustainable society and to sustainable tourism. Any activity we undertake endeavours to tread lightly on the planet; empowering travellers and local communities to leave a positive impact on the surrounding environments in which they visit or live. We will always strive to manage our resources so economic and social needs can be fulfilled while maintaining cultural integrity and biological diversity – therefore preserving the elements that make our destinations such desirable places to visit. We also work closely with our suppliers to deliver higher sustainability standards and motivate them towards more sustainable travel behaviour.

1. Policy Statement

Destination Asia commits to conducting its business in a responsible, ethical and sustainable manner across all countries of operation. Sustainability is integrated into corporate governance, operational management, supplier engagement, product development, and customer communication.

This Policy establishes mandatory principles and expectations applicable to all Destination Asia entities, departments, and employees.

Implementation of this Policy is carried out through documented procedures, supplier reviews, periodic assessments, and action plans, in line with Destination Asia's operational capacity and data availability.

2. Scope

This Policy applies to:

- All Destination Asia offices and subsidiaries
- All employees (permanent, temporary, contract staff)
- All tour leaders, representatives and guides engaged by Destination Asia
- All business partners and suppliers where contractual control or influence exists

3. Governance & Accountability

The Chief Executive Officer holds ultimate accountability for the implementation of this Policy.

The Destination Asia Sustainability Lead is responsible for:

- Coordinating sustainability-related activities and documentation
- Monitoring sustainability performance where applicable
- Reporting progress internally to Executive Management

Each country office appoints a Sustainability Representative responsible for local implementation, data coordination, and compliance follow-up, based on operational relevance.



4. Sustainability Framework

Destination Asia operates under sustainability pillars.

4.1 Climate & Emissions

Destination Asia commits to:

- Monitoring energy consumption across owned offices where data is accessible
- Progressively establishing energy use baselines
- Promoting energy efficiency and low-carbon operational practices
- Monitoring business travel emissions where relevant information is available
- Evaluating renewable energy opportunities where feasible

4.2 Resource Management & Responsible Supply Chain

Destination Asia commits to:

- Establishing indicative waste reduction targets to support continuous improvement in resource efficiency
- Minimizing avoidable resource consumption across operations through waste prevention practices such as paperless operations, double-sided printing, and bulk purchasing
- Implementing structured waste reduction practices, including:
 - Reducing single-use plastics and replacing them with reusable alternatives
 - Encouraging the use of reusable bottles, cups, and containers among employees
 - Reusing office supplies and packaging materials where feasible
- Establishing waste segregation at source (e.g., paper, plastic, metal, and general waste) to support effective recycling
- Promoting recycling and responsible disposal practices through cooperation with licensed recycling vendors and authorized collection programs
- Monitoring waste generation through regular recording of waste quantities by category (recyclable and non-recyclable), where operationally feasible
- Identifying and implementing opportunities to promote responsible water use, including basic water efficiency measures appropriate to operational context
- Integrating sustainability clauses into supplier contracts to encourage responsible environmental practices
- Strengthening engagement with suppliers through sustainability reviews, evaluations, and follow-up actions to improve overall supply chain performance

4.3 Pollution Reduction & Chemical Management

Destination Asia commits to:

- Minimizing environmental pollution through responsible and proportionate management of harmful substances within its office-based operations.



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DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

- The company seeks, where feasible, to reduce and substitute the use of potentially harmful materials such as cleaning products and other chemical substances with safer and environmentally friendly alternatives.
- Given the nature of office operations, chemical use is limited; however, the following practices are applied:
 - Avoiding unnecessary use of hazardous substances wherever possible
 - Using standard office cleaning products in controlled and minimal quantities
 - Ensuring basic safe storage of cleaning materials in designated areas
 - Following appropriate handling and usage instructions provided by suppliers
 - Disposing of chemical waste responsibly through building management or authorized service providers, in line with local practices

4.4 Biodiversity, Cultural Heritage & Destination Integrity

Destination Asia maintains zero tolerance for:

- Illegal wildlife trade
- Activities that harm protected species
- Activities that exploit, misrepresent or disrespect cultural heritage, sacred sites or traditional communities

Destination Asia commits to:

- Screening sensitive excursions and new products for environmental and cultural sustainability compliance
- Complying with applicable conservation legislation and relevant international conventions
- Promoting responsible wildlife interactions and environmental behaviour among clients
- Ensuring tourism activities respect local customs, traditions and community values
- Including cultural respect and destination-specific guidance in customer communications
- Supporting initiatives that protect biodiversity and preserve cultural heritage

4.5 Staff Travel & Sustainable Mobility

Destination Asia commits to:

- Promoting sustainable mobility practices for staff travel in line with operational feasibility.
- The company aims to reduce unnecessary travel and encourage more environmentally responsible modes of transport wherever possible.
- To support this, the following practices are applied:
 - Minimizing business travel through the use of virtual meetings and digital communication tools where feasible
 - Encouraging the use of public transportation, shared transport, or other lower-emission travel options for work-related travel
 - Promoting efficient travel planning to reduce unnecessary trips and optimize travel routes
 - Raising awareness among employees on sustainable travel behaviors



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4.6 Sustainable Transport to Destination

Destination Asia commits to:

- Promoting more sustainable transport options when selecting transportation for travel to destinations where operationally feasible.
- In the planning and delivery of services, the company considers environmental impact alongside factors such as price, comfort, and client requirements.
- To support this approach, the company applies the following principles:
 - Prioritising transport options with lower environmental impact where reasonably available
 - Selecting transport providers that demonstrate responsible practices, where possible
 - Encouraging efficient route planning to minimise unnecessary travel distances

4.7 People, Human Rights & Community

Destination Asia commits to:

- Compliance with applicable labour laws
- Prohibition of forced labour and child labour
- Non-discrimination and equal opportunity
- Fair employment conditions with written contracts
- Respect for human rights principles
- Prevention of sexual exploitation and harassment
- Maintaining accessible grievance channels for employees
- Encouraging engagement with local communities and local suppliers where feasible

5. Risk & Crisis Management

Destination Asia maintains an internal overview of sustainability-related risks, including:

- Environmental risks
- Human rights considerations
- Supply chain and operational risks
- Legal and regulatory risks
- Reputational risks

Risk considerations are reviewed as part of operational planning and supplier engagement processes.

6. Legal Compliance & Ethical Conduct

Destination Asia shall:

- Maintain compliance with applicable environmental, labour, health and safety, and anti-corruption legislation
- Operate under an Ethical Code
- Prohibit bribery and corruption



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- Ensure fair competition practices

7. Monitoring, Reporting & Continuous Improvement

Destination Asia operates sustainability-related management practices which include:

- Defined sustainability focus areas
- Periodic internal monitoring
- Management review
- Sustainability reporting where applicable

8. Training & Awareness

Destination Asia provides sustainability awareness and guidance appropriate to employee roles. Operational staff and tour leaders receive guidance on responsible tourism, safety, and wildlife protection as part of operational briefings and communications.

9. Supplier Expectations

Suppliers are expected to:

- Comply with applicable laws
- Respect labour rights and human rights
- Avoid illegal wildlife trade
- Operate responsibly with regard to waste and environmental impact
- Accept sustainability clauses within contracts

10. Policy Review

This Policy shall be reviewed annually and updated where necessary to reflect regulatory, operational, or strategic changes.

