



As a travel company who engage with various stakeholders in tourism, namely consumers, tour guides, travel agencies, hotels, transport companies, restaurants, and attractions, Travelankatours understands our key role and influence in the sustainability development of tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

1. Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

- 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; and includes employee related health and safety aspects;
- To collaborate and actively involved in external forums and working groups which are supportive to sustainability in tourism;
- To conduct baseline assessment of the company's performance on sustainable practices;
- To have sustainability guidelines and assessment system in place to identify the sustainability performance of key suppliers/partners;
- To have sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- To develop documented procedures to monitor and evaluate the implementation of the sustainability policy, objectives and targets;
- To ensure company's transparency in sustainability by public reporting and communicating;

- To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: social policy & human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- To grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty
- To include labor conditions according to national labor law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- To have health and safety policy for employees which complies to national legal standards;
- To have first aid sets which available at all relevant locations;
- To obey national concerning Minimum Age for Admission to Employment;
- To have a clear disciplinary procedure that is effectively communicated with employees;
- To provide periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters;
- To create opportunities for students in participating in traineeship/internship/apprenticeship;

We commit to practice human rights by ensure the enforcement of following practices:

- To declare not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- 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;
- To ensure all employees have an equal chance and access to resources and opportunities for personal development through regular training, education;

3. Internal Management: Environment and community relations

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Set copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable
- Implement measurements to reduce brochure wastage or an 'internet only' policy;
- Purchase green energy and energy efficient lighting for all areas, when available;
- Switch off Lights and equipment when not in use
- Prefer low energy equipment when buying new items, including considerations of cost and quality;
- Develop and implement a solid waste reduction and recycling policy, with quantitative goals;
- Take measures to reduce the amount of packaging materials and not provide non-recyclable or non-biodegradable package materials;
- Take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use;
- 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;
- Minimize and substitute the use of harmful substances and manage properly the storage, handling and disposal of chemicals;
- Use lead-free and water based paints, both inside and outside, when locally available;
- Implement practices to minimize pollution from its buildings (as far as being able to be controlled by the company);
- Financially encourage employees to use public transport or sustainable means of transport;
- Reduce transport related impacts by tele-work, tele/video meetings, work-at-home policies or other means;

- Maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- Provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;

4. Partner agency

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Keeping a list of the sustainability practices of partner accommodations and agents;
- Minimalizing the ecologic footprint of the office by working as paperless as possible, separating waste, and to make use of certified recycled paper;
- Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Informing key partners about the travel companies' sustainability policy and that they are expected to comply with it and/or communicate it to final customers where relevant;
- Including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;

5. Transport

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;

- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations;
- Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

6. Accommodations

We try to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

We commit to this by;

- Selecting accommodations that comply with sustainability and quality standards with a special focus on the following items;
 - *Do they have a water saving program?*
 - *Do they have an energy saving program?*
 - *Do they have a waste management program?*
 - *Do they have a sustainable supply chain?*
 - *Do they have a child protection policy?*
 - *Do they train employees in Health & Safety?*
- Motivating and encouraging partner accommodations to become sustainably certified;
- Preferring and selecting accommodations that are locally owned and managed;
- Selecting accommodations that employ local communities;
- Having accommodations provide evidence clarifying their sustainability goals and strategies;
- Encouraging accommodations to follow best practices/trainings on responsible tourism;
- Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;
- Giving clear preference to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification;
- 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;
- Having a clause dedicated to this aspect in their contract that enables the travel company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children;
- Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;
- Terminating cooperation with accommodation in case of clear evidence that contracted accommodations jeopardize the provision of integrity of basic services such as food, water, energy, healthcare, or soil to the neighbouring companies.;

7. Excursions and activities

We value animal and community welfare extremely high and aim at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by;

- Having an inventory of environmentally or culturally sensitive excursions
- Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents, social media, email, discussions, and/or meetings, to minimise negative visitor impact and maximise enjoyment;
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- 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 utilisation 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;

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

8. Tour leaders, local representatives and guides

We aim at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Preferring to work with local tour leaders, local representatives, local tour guides, drivers and other local staff in case of equal ability
- 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 local employees are informed on relevant aspects of our sustainability policy and comply with it, by newsletters, references or supplements to contracts, emails, or training and information sessions;
- 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);

10. Customer communication and protection

Customers welfare and information are very important to us. At Travelanka Tours, we ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Ensure that customer privacy is not compromised;
- 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, including sustainability claims;
- Provide destination information, including sustainability aspects, which is factually correct, balanced and complete;

- Inform clients about the environmental impact of different transport options to reach the destination (in case these are not included in the package), and to offer sustainable alternatives, where available;
- Inform the customer about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available;
- Clearly inform (potential) direct customers, about sustainability commitments and actions;

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;
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;
- Inform customers about risks and precautions related to health and safety matters in the 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;
- Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination;
- Motivate clients to use local restaurants and shops (where appropriate);
- Inform clients on sustainable transport options in destinations, when feasible;

After holidays, we commit to this by:

- Measure systematically client satisfaction and take into account the results, for service and product improvements;
- Have clear procedures in case of complaints from clients;

