



Sustainability policy

At Travel Exclusive Asia we are committed to sustainability and responsible travel practices. The purpose of this policy is to drive positive change within our organization by adopting eco-friendly practices, reducing our environmental impact, and setting an example for others in Thailand and our industry.

SCOPE

This policy will apply to all operations at Travel Exclusive Asia, spanning from management to the executive level of our company. We expect our staff, suppliers, and partners to fully uphold the objectives outlined in this policy to the extent possible within prevailing budgets.

SUSTAINABILITY MANAGEMENT & LEGAL COMPLIANCE

SUSTAINABILITY COMMITMENT

Travel Exclusive Asia leadership is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to communicating our sustainability performance every two years.

SUSTAINABILITY MANAGEMENT & LEGAL COMPLIANCE

Travel Exclusive Asia commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Travel Exclusive Asia follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labour, and discrimination.

INTERNAL MANAGEMENT: SOCIAL POLICY & HUMAN RIGHTS

EMPLOYEES

We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:

- Legal compliance in all regards
- A safe, healthy, and welcoming workplace
- Fair contract conditions including fair work compensation.
- Participation in the sustainability planning activities



- Inclusion and equal opportunity for all employees, particularly regarding compensation, promotion, distribution of benefits, and professional development opportunities.

Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.

INTERNAL MANAGEMENT: ENVIRONMENT

ENERGY REDUCTION

We recognize our responsibility to protect and preserve the environment for current and future generations. We are committed to minimizing our environmental footprint and continually improving our sustainability practices.

Key achievable objectives

- We aim to achieve a 20% reduction in energy consumption over the next year by implementing energy saving measures.
- By the end of the year, we will change 100% of the lights to energy efficient LED.
- We will educate and engage our employees in energy saving practices through training.
- We will assess energy consumption patterns and identify areas for improvement every year.

Immediate actions to be taken.

We will take the following immediate actions to show our commitment to reducing energy levels within the company:

- Start with the replacement of lights that are not LED.
- Make switch off policies for the lights, air-conditioning, and equipment.
- Start training all employees about energy-saving and the new policies.
- Changing the default settings so all equipment goes in energy saving modes after a maximum of 10 minutes if not used.

PURCHASING ENERGY EQUIPMENT

KEY PRINCIPLES

- Our top priority is to purchase equipment that is energy efficient.
- Before we purchase any new equipment, we will make a lifecycle cost analysis which not only considers the purchasing expenses but also the total amount and the maintenance and long-term operational costs.
- We give preference to collaborate with companies who can provide energy-efficient options.

GUIDELINES

- Before purchasing any equipment, we will do a needs assessment to make sure the equipment is really needed and to determine the specific requirements and expectations.
- An analysis to assess the total cost benefit will be made, including energy consumption, maintenance, and potential energy saving.
- Preference will be given to equipment with any other energy efficiency certification.



- Multiple options will be compared to compare which one is the most energy efficient option that still meets all the requirements.
- Maintenance requirements and costs will be regarded as high maintenance equipment can become inefficient in the future.

PREFERENTIAL POLICY

Devices with the lowest energy use, as identified through the evaluation process, will be given preference during the purchasing decision.

WATER REDUCTION

At Travel Exclusive Asia, we are committed to reducing our water consumption and minimizing our environmental impact.

LEAKS AND REPAIRS

The entire staff is responsible for directly reporting any leaks, dripping faucets, or malfunctioning plumbing fixtures they discover in the office or the building.

RESPONSIBLE WATER USE

All employees are encouraged to be mindful of their water usage and avoid unnecessary wastage. This includes turning off taps tightly, ensuring there are no running toilets, and promptly reporting any issues.

To make sure all employees are aware of all the possibilities to reduce water usage we provide education and training to employees about the importance of water conservation and how they can contribute.

POLLUTION REDUCTION

MATERIAL PURCHASING

Before buying any materials, we follow the steps as described below.

	Yes	No
<i>Do we really need this product?</i>	Continue to the next question	Stop here, don't buy
<i>Can it be rented/leased/ borrowed instead of purchased</i>	No need to buy it, use the other ways to get the product!	Continue to the next question
<i>Will this product last?</i>	Continue to the next question	Look for alternatives/ re-asses the needs/ processes
<i>Does it create waste or harm to the planet?</i>	Look for eco-friendly certificates/ labels and options	Continue to the next question
<i>Can we purchase from locally owned reputable companies?</i>	Now compare price, quality, and availability	If information is not easily available, favor locally owned businesses
<i>Can we combine orders or purchase in refill/ bulk?</i>	Ready to order!	Document the research to monitor for future improvements



We give preference to:

- Products & services that have been produced with respect for people and the planet.
- Suppliers that are locally owned, sustainably certified or have implemented a sustainability policy.

SUBSTITUTION OF TOXIC MATERIALS

Currently we use the following chemicals in addition to cleaning materials:

- Printer ink and toner
- Permanent markers
- Pens and highlighters
- Deodorizers and air fresheners

With the purchasing steps as mentioned above we will investigate and choose the non-toxic or less-toxic alternatives for these materials.

ELIMINATION OF UNNECESSARY PROCESSES

We regularly assess all processes within the company to identify activities that generate unnecessary waste. We streamline and optimize procedures to eliminate steps that contribute to waste generation without compromising efficiency. We encourage all employees to identify and report processes that they believe can be improved or eliminated to reduce waste.

TRANSPORT

The company offers only the short haul transport to different destinations within Thailand. To make sure we offer the most sustainable option we use the following guidelines.

TRANSPORT TO DESTINATION

Whenever possible recommend rail and bus transport.

- Analyze all available routes to select the one with the lowest environmental impact, considering factors like distance, fuel efficiency, and emissions.
- If private transportation is needed, always book the most efficient option. Think about qualities like:
 - Newer model car, coach, or busses.
 - Appropriate vehicle for the size of the group. (Not a 50-person bus for a group of 15)
 - Always choose a private company with the right certifications and well-maintained vehicles.
 - Make sure all drivers are experienced and professional.
- Always prefer local ferries or shared boats



TRANSFER TO DEPARTURE AIRPORT

For the transfer to the departure, we use the same guidelines we use for transport to destinations within additions:

- Make use of airport shuttle whenever possible.
- Use shared transport methods if possible.
- Avoid short haul flights as a way of transportation.

ACCOMMODATIONS

Travel Exclusive Asia is actively communicating the code of conduct to all our accommodation suppliers. Over the next two years, our goal is to exclusively collaborate with accommodations that fully adhere to this code of conduct.

In the accommodation selection process, Travel Exclusive Asia considers the sustainability practices of an accommodation by considering their sustainability management and social and environmental footprint. We favour the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs, and traditions.

ACTIVITIES

Travel Exclusive Asia is actively communicating the code of conduct to all our excursion suppliers. Over the next two years, our goal is to exclusively collaborate with activities that fully adhere to this code of conduct.

All excursions and activities run by or on behalf of Travel Exclusive Asia respect local customs, traditions, cultural integrity, and natural resources. We commit to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy. The company gives preference to excursions and activities that benefit local communities, respect animal welfare, and support environmental protection.

Travel Exclusive Asia has clear guidelines in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.

TOUR LEADERS, LOCAL REPRESENTATIVES, AND GUIDES

Travel Exclusive Asia commits to hiring qualified local guides, porters, drivers, or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff.

We understand that guides are the intermediaries between the guests and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Therefore, we will make sure that all guides hired by, or leading tours will be professional, well trained, and knowledgeable about the destinations, culture, and local behaviours.

In the upcoming year we will train all regular guides on the critical issue of sexual exploitation of children in tourism and the sustainability topics of the destinations.



DESTINATIONS

SUSTAINABLE DESTINATION

Travel exclusive Asia prefers to work in destinations that have committed to sustainability as an integral part of community and destination development. We aim to send visitors to secondary or lesser-known tourist areas to avoid over tourism. The company does not support destinations that have a questionable human rights track record.

CONTRIBUTION TO LOCAL COMMUNITIES/ LOCAL ECONOMIC NETWORK

Travel Exclusive Asia commits to positive contribution to the destinations in which we operate, by:

- Sourcing locally and responsibly and supporting local and traditional arts and culture.
- Encouraging guests to shop responsibly and educating them about illegal/ prohibited/ forbidden souvenirs.
- Respecting and advocating for all human rights (i.e., children's rights, women's rights, labour rights, etc.) as well as land rights.

ENVIRONMENTAL STEWARDSHIP IN DESTINATION

Travel exclusive Asia commits to environmental stewardship in the destinations in which we operate by:

- Ensuring natural resources remain intact.
- Educating guests about the principles of responsible travel and responsible visitor behaviour.

SOUVENIRS

We do not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs, or illegal substances, and abide by local and international laws in place to prevent this.

CUSTOMER COMMUNICATION AND PROTECTION

PRIVACY

Our customer protection is our priority. Therefore, we maintain a clear privacy policy <https://www.travelexclusiveasia.com/privacy-policy/> to ensure:

- Legal compliance in all regards.
- Customers and their data are protected.
- Customers know how their information is being used.



MARKETING AND COMMUNICATION

Travel Exclusive Asia strives to always be truthful in all situations and at all times. We offer products and services that do what we claim in our communications. We honour our explicit and implicit commitments and promises. We endeavour to be inclusive and representative in our marketing, and to always consider cultural, religious, and ethnic sensitivities.

We are anti-greenwashing and stand behind our sustainability claims 100%.

SUSTAINABILITY COMMUNICATION

At Travel Exclusive Asia customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:

- Activities and excursions that benefit the local communities and environmental protection.
- Responsible shopping and illegal souvenirs

CUSTOMER EXPERIENCE

The company aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):

- Health and safety
- Emergency procedures
- Privacy
- Transport
- Shopping
- Sexual exploitation
- Children in tourism
- Satisfaction and complaints

CONTACT/ RESPONSIBLE PERSON

All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be led by the Sustainability Coordinator, André van der Marck, MD of the company, who can be reached at Andre@travelexclusiveasia.com.

EFFECTIVE DATE

This policy is effective from 1 November 2023.

REVISION HISTORY

This policy was revised on 13 October 2023.



This policy will be revised by 14 October 2024.