



## OUR MISSION

As a reputable destination management company, we hope to contribute to a liveable and sustainable tourism which will also have an impact in our society. We hope to work with the protection of our local environment by working with external partners/stakeholders in the community that would contribute to better working conditions for all our team members and external partners/stakeholders that would help in profitability in our businesses. We hope to promote more local businesses by promoting local products, cultures, and traditions.

## OUR PRINCIPLES

1. Fair Labour
2. Health and Safety
3. Employee development
4. Minimise impacts on water consumption, energy saving on electricity and air-conditioning
5. Aim to purchase locally or sustainable products for photocopy paper
6. To create tours with the awareness to the environment and sights to promote local products where possible or local home-based business

## OUR COMMITMENTS

- Fair Play: Our team have a safe and supportive working environment consisting of above average wages, paid yearly leave (holidays, maternity, and sickness), and transparent contracts.
- Health and Safety: We provide comprehensive insurance and emergency contact.
- Equality: We provide equal opportunity for everyone, and we are against any form of discrimination based on gender, race, age, disability, ethnicity, religion/beliefs, or sexual orientation. We hold our partners and suppliers to the same standards.
- Diversity: We strongly believe in the beauty of diversity. We have multi-national teams who are trained in cross-cultural communication in order to provide an efficient working environment and to ensure that both our clients and locals are comfortable in their interactions.
- Honesty: We compete based on quality and price of products and services.
- Fair Competition: We observe fair and lawful competition practices, and adhere to all applicable competition or anti-trust laws in conducting our business
- Monitoring: We continually monitor the progress of our actions and commitments and review our action plans every 6-8 months.

### Suppliers and Guides

- Responsible Suppliers: We seek to work with locally owned business, and / or which may have sustainability certified or at least have sustainability practices within their operations.
- Sustainability Clauses: We encourage our suppliers to commit to sustainable practices by signing our contract addenda for sustainability.
- Guide Training: We engage guides who undergo regular trainings and updates conducted by the local tourism office.

### Excursions and Activities

- Products. We endeavour to conduct tours to support local communities through the purchase of local goods and services, of possible, visiting social projects, promoting authentic encounters that foster cross-cultural values.
- Sourcing Locally: We try to promote local dishes one of the best ways to learn about the culture and to mingle with the local people. This assists small business and local hawkers or entrepreneurs in business.
- Sustainable Transportation: When tours are developed with different modes of transport are considered and based on sustainability, not only pricing and comfort a decision is made but to give our clients and experience of the local way of life.

### Customer Communication and Protection

- Customer Privacy: All employees are responsible for keeping confidential client information in any form (hard and soft copies) in the company server and are forbidden to reveal any data without permission from clients as we are bound by PDPA – Personal Data Protection Act of the local authority
- Code of Conduct: Should a site being visited is under the environment or eco friendly the guide will inform our clients so that they respect the site not to throw rubbish, or pick the plants or fauna, etc
- Quality of Services: Our local contacts are available 24/7 to handle all complaints, emergencies, and other issues with speed and professionalism.
- Crisis Response: We are able and prepared to provide updated communication on the situation for any safety protocols or advice.