

# Our Commitments

*Our Reason for Being is to build the best products for customers, to cause no harm to the community, to inspire and implement actions on basis of a long-term tourism business. And here are our commitments to gain those things:*

## 1. We commit to our people

*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 (in advance of 30~45 days) and without penalty.
- To state out labor conditions according to Vietnam's Labor Law; basic job description and the wage rate in the labor contract;
- To pay the wage rate at least equal or above the legal minimum wage of Vietnam;
- 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;
- To have health and safety policy for employees which complies to national legal standards;
- 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 have a clear disciplinary procedure that is effectively communicated with employees;
- To have a measurement system for employee satisfaction on a regular basis;
- 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;
- To encourage employment opportunities for persons with special needs;

***We commit to practice human rights by ensuring 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;
- Strongly be against child sexual exploitation.

## **2. We fight against corruption**

***We commit to work against corruption in all its forms, including extortion and bribery by implementing folloing actions:***

- To implement and maintain 365Travel anti-corruption policy;

- To communicate the policy to all relating partners and especially to raise our staff awareness on this issue;
- To take disciplinary measures in cases where corruption is acknowledged.

## 3. We care about the environment

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

- To develop and implement awareness-raising activities, trainings and information among staff about the climate change, responsible tourism and sustainable development;
- To conduct energy and water reduction active policies by measuring, monitoring and reducing our annual consumptions and applying “switch-off” policy for office equipments as well as using water saving equipment in toilets;
- To reduce paper consumption by setting copy and printing machines by default to double-sided printing; using sustainable printing papers;
- To print brochures on environmentally friendly paper, with a printing company that works with a certified environmental management system whenever possible;
- To purchase sustainable goods and services, office and catering supplies, giveaways and merchandise;
- To purchase things in bulk to reduce the amount of packaging materials;
- To use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label whenever possible;

- To gradually change office equipments to low energy ones when buying new items, including considerations of cost and quality;
- To calculate and compensate CO2 emissions and compare different periods;
- To comply with the national legislation concerning waste disposal, wastewater treatment;
- To develop and implement a solid waste reduction and recycling policy, with quantitative goals;
- To take action to reduce the amount of (non-refillable) plastic bottles of drinking water for office use;
- To separate all materials which can be recycled and organize collection and proper disposal;
- To implement waste reducing methods when using ink and toner cartridges for printing and copying, whenever possible;
- To recycle or properly dispose of batteries;
- To implement practices to minimize pollution from its buildings to surroundings;
- To measure and reduce staff related travel and use more sustainable modes of transport. Calculate its emissions, with the aim to reduce and compensate, through a reliable locally available program;
- To reduce transport related impacts by tele-work, tele/video meetings, work-at-home policies;
- To maintain and properly check motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards,
- To contribute to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not to hinder the access of local people to them.

- Not to promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List';

## 4. We involve our supply-chain

*We understand our key role and influence in the sustainability development of tourism. Therefore, we aim to follow, implement and promote good sustainability practices not only internally but also externally to maximize positive impacts and minimize negative impacts on tourism of our operations. Our suppliers will be guided gradually to sustainability during time working with us.*

### A. 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. And so we commit that our suppliers are to:***

- Be aware of our sustainability objectives and minimum requirements;
- Be encouraged to adopt responsible practices by adding basic/standard sustainability clause(s) into our contracts. They are also stimulated to participate in local or international sustainability training and education whenever available;
- To compulsorily commit to:
  - respect basic Human Rights by refusing child labour and all forms of forced and compulsory labour;
  - fight against child labour and sexual exploitation of children.
- To commit also to:
  - actively implement and promote greater environmental, cultural and social responsible conducts;

- support local communities and wildlife protection;
- respect local community resources and biodiversity, and give priority to use local sourcing as well as strongly protest against the use of endangered species.

## B. Partner Agencies

***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 agency within our business. We commit that the agencies are:***

- To be aware of our sustainability objectives and minimum requirements;
- To be encouraged to commit to a responsible approach. This include well documented excursions offers and skilled guides;
- To receive our sustainable excursion policy, codes of conduct / guidelines for sensitive excursions or activities (which are specified in the contract conditions when signing);
- To compulsorily commit to:
  - respect basic Human Rights (no child; compulsory or forced labour);
  - fight against child labour and sexual exploitation of children.
- To commit ato support local communities, environment, biodiversity and wildlife protection; by ensuring soft interactions to the environment / wildlife or no disturbing to them and helping prevent harvesting of any wild fauna or flora.

## C. 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 hereby commit to have our tour leaders, local representatives and guides to:***

- Be aware of our sustainability objectives and minimum requirements;
- Be encouraged and assisted by qualification and training:
  - to adopt responsible /sustainable practices;
  - to acquire and increase their destination knowledge.
- Be invited to follow specific trainings to identify and fight against exploitation of children;
- To communicate with our customers about the relevant sustainability matters of the destinations;
- To compulsorily commit to:
  - fight against exploitation of children;
  - promote greater environmental, cultural and social responsible conducts.

## D. Destinations

***We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in. We commit to this by:***

- Considering sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations;

- Not selecting destinations in which tourism leads to structural negative local effects, (unless we can involve in clear counter balancing effects);
- Considering selection of new destinations, which are reachable through more sustainable means of transport;
- Complying with legally based spatial planning, protected areas and heritage regulations, as well as complying with destination management strategies of local; regional and national authorities;
- Influencing and supporting 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;
- Supporting biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers.

## E. 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;
- Including sustainable (public) transport to the point of departure for the international/long distance journey;
- 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.

## 5. We take care of our customers

*Customers welfare and information are very important to us. At 365Travel, we ensure clear and constant communication and high protection to our customers by:*

### **Prior to booking**

- Giving customers requested products with complete and accurate informations; clear price quotation and policy; at the same time, along with additional sustainable options;
- Complying with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered;
- Providing destination information, including sustainability aspects, which is factually correct, objective and complete;
- Informing customers 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;
- Promoting (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to customer and presented as the “better” option;
- Informing the customers about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available;
- Clearly informing (potential) direct customers, about sustainability commitments and actions;
- Ensuring that customer privacy is not compromised.

## **After booking and during holidays**

- Providing Information to customers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Informing customers about key sustainability aspects and issues in the destination and recommendations on how to make a positive contribution;
- Informing customers about risks and precautions related to health and safety matters in the destination;
- Keeping a contact person and a telephone number permanently available for emergency situations;
- Training personnel and keeping guidelines available, on how to deal with emergency situations;
- Providing customers with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment;
- Providing customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- Informing customers 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;
- Motivating customers to use local restaurants and shops (where appropriate);
- Informing customers on sustainable transport options in destinations, when feasible;
- Encouraging customers to donate to local charity and sustainable initiatives;

## **After holidays**

- Measuring systematically customer satisfaction and take into account the results, for service and product improvements;
- Including sustainability as an integral part of the research into customer satisfaction;
- Having clear procedures in case of complaints from customers.