

SUSTAINABILITY POLICY

Emic Travel is a local travel company, collaborating with various stakeholders in the tourism sector, specifically customers, tour guides, travel agents, transportation companies, restaurants and attractions and experiences. Emic Travel understands our important role and influence in the sustainable development of the tourism industry. Therefore, Emic Travel is committed to implementing and promoting sustainable development in the tourism industry.

Emic Travel's sustainability policies include the following:

1. Sustainable management and legal compliance

We are committed to sustainable management, which is accomplished through the following actions:

- Appoint an Emic Travel employee to be responsible for the duties of the sustainability coordinator
- Sustainability mission is communicated to Emic Travel employees, partners, suppliers and customers
- Minimize the negative cultural, economic and environmental impacts of the company's services and activities
- Collaborate and actively participate in forums supporting sustainability in tourism
- Carry out a baseline assessment of the company's performance based on sustainability principles
- Have a sustainable action plan clearly
- We are committed to complying with all national laws

2. Internal management: Social policy

We are committed to sustainable internal management by having a clearly written and clearly communicated policy that includes the following principles:

- Allow employees to work freely and terminate contracts with prior notice
- Includes working conditions according to Vietnamese labor law and job description in the labor contract
- Provide health insurance and social insurance according to Vietnamese law
- Employees are entitled to paid annual leave and sick leave according to the provisions of Vietnamese labor law
- Have a first aid kit available in the office
- Have company meetings for employees to voice their expectations and contribute their opinions
- Create opportunities for students to participate in internships and apprenticeships

3. Internal management: Environment and community relations

We are committed to environmental protection practices and strengthening community relations by ensuring the following:

- Limit the use of plastic packaging products and disposable plastic bottles
- Office supplies, food service, and employee gifts always prioritize sustainability
- Set the printer to default to both sides printing and only print when necessary
- Turn off lights and equipment when not in use
- Prioritize low-energy appliances when purchasing new items, including cost and quality considerations
- Follow regulations of local waste management
- Do not use disposable plastic drinking water bottles for the office

4. Agency, Supplier:

We have implemented policies to improve sustainability for its stakeholders by:

- Encourage suppliers to implement sustainability in their services
- Pay attention to community's interests in choosing suppliers
- Raise awareness of sustainable tourism suppliers by organizing information sharing forums
- Inform partners about Travelife's sustainability criteria and local tourism standards
- Inform suppliers, agencies and customers about our company's sustainability policies
- Have written contracts with partner agencies

5. Transportation:

We prioritize the use of electric cars on tours to limit pollution.

6. Excursions:

We value community, environmental protection, and ecological balance:

- Advise guests on behavioral standards during tours and experiences that respect culture, people, nature and the environment
- Inform our sustainability goals and requirements to suppliers
- Do not organize any tours or experiences that are harmful to people, animals, or plants
- Promote and advise our customers on tours related to experiences and directly support the local community by paying entrance fees to attractions, purchasing traditional handcrafted goods produced by local people or participating in social projects.

7. Tour leader, representative and tour guide

- Prioritize working with local people, local tour guides, and local drivers
- Ensure that our local partners comply with all applicable international, domestic and local laws and regulations
- Tour guide fees and payments to local partners are paid according to the standard rate and support level for each service

- Ensure that tour guide have got the qualification
- Ensure that our sustainability goals and requirements are informed to suppliers
- Inform to the guest about sustainability aspects throughout tour leader, tour guide

8. Destination:

- Consider sustainability aspects during the selection of new destinations and possibly offer alternative destinations.
- Do not choose the destination that have negative impacts

9. Communicate and Customer

Before confirming service, Emic Travel commits to this by:

- Ensure services advertised on media websites are correct, clear and complete
- The information price must be also correct, clear
- Inform customers about the environmental impact of different means of transportation
- Inform customers about sustainable alternatives to tours and experiences
- Provide information to customers about the natural environment, local culture and cultural heritages
- Provide customers with sustainability aspects during tours and experiences
- Always be ready for emergency situations
- Plan for instructions on how to deal with emergency situations
- Inform customers about local sustainable transportation like Electric car
- Encourage customers to donate to local charities and sustainable initiatives
- Measure customer satisfaction to improve services and products by questionnaires
- Have a clear process in case of complaints from customer