SUSTAINABLE POLICY

VISION

Emic Travel aims to be a leader in sustainable tourism by integrating environmental, cultural, and social sustainability into all aspects of its operations. The company is committed to minimizing its environmental impact, supporting local communities, and preserving cultural heritage while providing authentic and responsible travel experiences. Emic Travel envisions a future where tourism actively contributes to the conservation of natural resources, the well-being of local people, and the enrichment of cultural diversity.

At Emic Travel, we are dedicated to preserving, protecting, and enhancing the ecosystems in the destinations where we operate, recognizing that these natural environments are vital to our business and the broader human economy. We take action to minimize the impact of our ecological footprint, protect the people and workers in our supply chain, and collaborate with like-minded partners, organizations that share our commitment to sustainability. We give back from our earnings for the greater good of society. This evokes trust among our employees, clients, travelers, and the community.

OBJECTIVES

- We consider the requirements of the earth's living systems in all our operations & services, and we do not take more from the planet than it can sustainably provide or provide to the world more than it can sustainably absorb.
- We take responsibility for the safety of our products and services and for protecting activities undertaken by our employees and communities. We also take responsibility for the safe "end of life" recovery, reuse, or recycling of material products.
- We treat employees, customers, suppliers, and stakeholders fairly, honestly, and respectfully.
- We design our operations and products/services (tailor-made program) based on our values to be more efficient and less dependent on materials and activities that bring negative impact to living systems.
- We measure our net carbon emissions (production of climate-changing greenhouse gasses) and ecological footprint (demand on earth's regenerative capacity) and reduce and compensate for what we are impacting.
- We create a responsible production portfolio and indicate the level of sustainability and the benefits to our local partners/ communities/environment.

Our commitments to care and support are categorized under five core values.

- Responsible Management & Human Rights
- Destination, Environment, and Community Relations
- Suppliers and Guides
- Excursions and Activities
- Customer Communication and Protection

OUR COMMITMENTS:

Responsible Management & Human Rights

- **Responsible Management:** With the support of a strong Board of Management, we have Sustainability Coordinators in all destinations to carry out our sustainable action plans.
- **Collaboration:** Emic Travel maintains a constant dialogue with global forums and participates in collaborative training methods to guarantee authentic and sustainable adventures for all travelers.
- **Fair Play:** Our staff has 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 accessible channels for complaints and emergency contact. Travelers are taken care of by our First Aid-trained guides and staff.
- **Prevention Measures:** We constantly assess risk in both our in-house and supplier-provided products to address best and reduce negative impacts on all humans, animals, and environments involved.
- **Children and Youth:** We encourage to hire and young & dynamic local students looking for tourism jobs. We are strictly against child labor and we do not hire any child for work under 18 years of age.
- **Protection and Human Rights:** we help protect and support at-risk groups such as women, children, and ethnic minorities in our area of operation. We firmly commit ourselves and our suppliers to protect children against sexual exploitation in all our destinations.
- **Equality:** We ensure equal opportunity for everyone, and we do not allow any discrimination based on gender, race, age, disability, ethnicity, religion/beliefs, or sexual orientation. We encourage our partners and suppliers to the same standards.
- **Fair Competition:** Emic Travel observes fair and lawful competition practices and complies with all applicable competition or anti-trust laws wherever it does business.

Destination, Environment, and Community Relations

- **Responsible Promotion:** Destinations where tourism leads to structural adverse local effects regarding biodiversity, waste, sanitation, human rights and healthcare, water, energy, and food availability are not selected for promotion.
- **Authenticity:** Emic Travel avoids mass tourism destinations and set up memorable, meaningful local encounters for travelers and locals. Our services concentrates on guest privacy and highlight less-touristic destinations where emphasize the truly local daily basis.
- **Locality:** Besides the highlights, we propose off-the-beaten-track destinations where other tourists don't usually go to support local communities that aren't usually directly benefited by tourism. By collaborating with these local communities helps reduce our impact on major tourist trails and provides impressive, unique and unforgettable experiences.
- **Empowerment:** When starting a new project in a new region, we meet with the village head and critical members of the community to discuss tourism itself, provide training and hospitality education, and demonstrate how our travelers could bring a substantial income to the local community while being transparent with both the pros and cons.
- **Recycling:** We are committed to sustainability by digitizing office documents and fostering a culture of personal accountability for waste management. Our efforts include implementing an effective and comprehensive recycling system across all our offices.
- **Energy Reduction**: We aim to instill positive energy consumption practices in our staff through the following initiatives:
    - Lighting: Use energy-efficient LED bulbs and motion sensors.
    - Heating, Ventilation, and Air Conditioning System: Optimize HVAC systems with regular maintenance and programmable thermostats.
    - Energy Audits: Conduct regular audits to identify inefficiencies.
    - Employee Engagement: Promote energy-saving behaviors, such as turning off lights and equipment when not in use.
    - Training Programs: Educate employees on energy conservation techniques.
    - Printing: Set the printer to default to both sides printing and only print when necessary

By adopting these measures, we aim to reduce our environmental impact significantly.

- **Sustainable Purchasing:** Instead of giving in to a "disposability culture," we embrace a "repair and reuse" mindset regarding office equipment. We also ensure we never use or order more than we need and strive to find more sustainable alternatives. Bulk purchasing is encouraged to minimize packaging.

- **Reducing Plastic:** Emic Travel encourage non-plastic solutions, such as using pre-packed lunches and reusable water bottles. Limit the use of plastic packaging products and disposable plastic bottles.

- **Clean-up Activities:** We regularly join local environmental clean-ups and work to raise awareness of these activities to keep our destinations as they were meant to be seen: pristine and clean.
- **Sustainable Travel:** Carbon emissions from essential business travel are calculated and compensated for to reduce our environmental impact. We minimize business travel where possible and encourage meetings and training to be conducted online via Google Meeting

or Lark. For essential travel, staff are encouraged to use sustainable transportation methods. Flights are only taken when necessary, and priority is given to public transportation.

- **Carbon Compensation:** Carbon emissions from essential business travel are calculated and compensated to reduce our impact on the environment.

Suppliers and Guides

- **Responsible Suppliers:** We favor accommodations and activities that are locally owned and sustainability certified or at least have sustainability practices within their operations.
- **Loyalty:** We want to ensure that our partners receive a positive impact from tourism and direct financial support. So, we always make at least a 5-year commitment to our projects with the local people.
- **Selection:** In all our destinations, we carefully research and select local NGO partners or local cooperatives demonstrating a quality commitment to community development. We assess our leading suppliers with our sustainability checklist to ensure they meet our standards.
- **Sustainability Clauses:** We encourage our suppliers to commit to sustainable practices by signing our contract addenda for sustainability. Any violation of these clauses results in our immediate termination of the contract.
- **Guide Training:** Every year, we focus on providing comprehensive training for guides and aspiring young guides alike, ranging from essential duties and rights to Emic Travel's philosophy and developments in sustainable travel.
- **Guide's Role:** We work with our guides who are local people and Our guides play a crucial role in bridging the gap between travelers and local communities, ensuring effective cultural exchange. They are also key in promoting and implementing our sustainable practices across all our destinations.

Excursions and Activities

- **Responsible Excursions:** We do not provide activities that harm humans, animals, plants, or natural resources or are socially/culturally unacceptable.
- **Product Inventory:** Our tours support local communities by purchasing local goods and services, visiting social projects, and promoting authentic encounters that foster cross-cultural understanding.
- **Sourcing Locally:** Not only is trying local dishes one of the best ways to learn about the culture and bond with the local people, but supporting locally sourced food helps keep small markets and local farmers in business.
- **Wildlife and Captive Animals:** Under the supervision of the PATA Animal Welfare Initiative, we only provide tours that strictly adhere to our guidelines against the mistreatment, exploitation, and abuse of all animals.
- **Sustainable Transportation:** We prioritize efficient routes, public transportation, appropriately sized and eco-friendly vehicles, and longer stays for long-haul travel to minimize our carbon footprint. Additionally, we advise clients on sustainable travel choices, providing information on the carbon footprint of their trips, and we plan to offer carbon offset options in the future.

- **No School or Orphanage Visits:** Emic Travel do not promote anh/or provide visits to schools or orphanages since these visits can harm and disrupt the community. Instead, we work with local government and vocational schools to build relationships with locals responsibly.

Customer Communication and Protection

- **Customer Privacy:** All employees are responsible for keeping confidential client information in any form (hard and soft copies) in the storage section of the company are forbidden from revealing information without permission, and are responsible for reporting breaches of conduct.
- **Product Information:** Our marketing reflects clear, complete, and accurate price and product information, including sustainability claims, and does not promise more than is delivered.
- **Code of Conduct:** Emic Travel informs all travelers about key sustainability issues in the destination and give tips and advice on positively contributing to local charities and sustainable initiatives without harming the local communities.
- **Quality of Services:** Our local contacts, available 24/7, handle all complaints, emergencies, and other issues with speed and consummate professionalism.
- **Crisis Response:** With comprehensive crisis response teams and protocols, we can handle constant communication and provide ongoing situation updates and safety advice.
- **Client Satisfaction:** Emic Travel always ask for feedback and any suggestions from our clients, as well as we measure, evaluate, and attempt to improve client satisfaction after every trip.