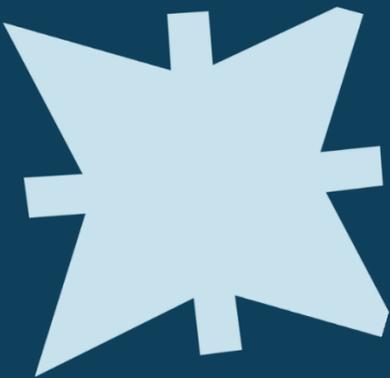


Sustainability policy & procedures



Pan Lanka Travels & Tours (Pvt) Ltd
6, Palmyrah Avenue, Colombo 3, Sri Lanka

Tel : + 94 11 451 8888
E-mail : tours@panlanka.com
Web : www.panlanka.com

Introduction

As a travel company who engages with various stakeholders in tourism, namely tour operators, hotels, transport companies, tour guides, restaurants, attractions and the consumer, Pan Lanka Travels understands our key role and influence in the sustainable development of tourism. We aim to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts of tourism in our operations and to influence our clients and partners to do the same.

Our sustainability policy is divided into 9 themes. Each theme consists of a set of principles and practical actions.

1. Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

1. To appoint a sustainability coordinator;
2. To include sustainability in the company mission statement and communicate this to customers, partners and suppliers;
3. To have an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities;
4. To conduct baseline assessment of the company's performance on sustainable practices;
5. To have a sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
6. To ensure company's transparency in sustainability by public reporting and communicating;
7. To ensure that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

2. Internal management: social policy & human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

1. To grant employees freedom of employment and contract termination with notice;
2. To ensure the basic salary of all full time employees are mentioned in the employment contract and are above the national minimum wage;

3. To provide medical and liability insurance according to the national law;
4. To grant employees fixed paid yearly holiday and sick leave;
5. To obey national law concerning Minimum Age for Employment;

We commit to practice human rights by ensuring the enforcement of following practices:

6. To prohibit discrimination with regards to recruitment, conditions of employment, access to training and promotion in terms of gender, race, age, disability, ethnicity, religion or sexual orientation;
7. To ensure all employees have an equal chance and access to opportunities for personal development through regular training and education;

3. Internal Management: Environment and community relations

We commit to practice environmental protection ensuring the following practices:

1. Reduce the use of disposable goods by using ceramic plates, cups and glasses;
2. Favor the purchase of sustainable goods for giveaways;
3. Set printers to double-sided printing and re-use old printouts for printing internal documents;
4. Implement an 'internet only' policy for product updates and use the intranet for information sharing within the company;
5. Measure, monitor and reduce energy consumption on a monthly basis;
6. Purchase energy efficient lighting and switch off lights and equipment when not in use;
7. Keep Air-conditions at a min of 24C and switch off when less people in the room
8. Prefer low energy equipment when buying new items eg. computers, printers, including considerations of cost and quality;
9. Measure and monitor water consumption on a monthly basis;
10. Ensure all taps have water efficient adaptors
11. Comply with the national legislation concerning waste disposal by separating all materials which can be recycled for proper disposal;
12. Implement a recycling system for paper and files by donating to organizations that make use of recycled paper for manufacture
13. Recycle computer equipment that is usable by donating to staff
14. Reusing toner cartridges for printing at least once, whenever feasible;

4. 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;

1. Considering more sustainable alternatives when selecting transport for transfers and excursions eg. Using locally sourced guides/vehicles, vehicles with a higher fuel efficiency
2. Ensuring vehicles are maintained according to the given guidelines and emission tests, vehicle insurance and registrations are kept current.
3. Integrating one or more sustainable products eg. Train transport

5. Accommodation

Partner accommodations play an important role in the tourism supply chain. We motivate accommodation providers to adopt sustainable practices.

We commit to this by;

1. Selecting accommodations that have signed the Pan Lanka Sustainability code of conduct;
2. Preferring and selecting accommodations that are locally owned and managed;
3. Selecting accommodations that employ local communities;
4. Giving preference to accommodations that work with internationally acknowledged and/or Travelife certification;

6. Excursions and activities

We highly value our culture, our community and animal welfare and aim at excursions and activities that leave a minimal footprint. We are committed to safeguarding our communities and the natural environment and are strongly against harming wildlife and polluting the environment.

We commit to this by;

1. Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
2. Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
3. Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local laws;

4. Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national, and international law;
5. Ensuring that excursions which include interactions with wildlife eg. Whale watching and Safaris comply with the Pan Lanka codes of conduct.
6. Having skilled and certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
7. Advise our guests on excursions and activities which directly involve and support local communities eg. Local cooking classes and supporting local enterprises;

7. Local tour leaders, guides and staff

We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

1. Ensuring that all employees have a written employment contract and fully understand the terms and conditions;
2. Preferring to work with local tour leaders, guides and staff and providing training as required;
3. Paying tour leaders, guides and staff contracted by us at least a living wage that is above the legal minimum standard;
4. Ensuring that our tour guides and other employees under contract are qualified and trained regularly;
5. Offering a *sustainable travel* module in the training program for local tour guides in which the main responsible tourism aspects including sexual exploitation of children are brought to attention.
6. Having our tour leaders and guides inform clients on relevant sustainability matters (e.g. protection of flora, fauna and cultural heritage), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);

8. Destination

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:

1. Comply with legally based spatial planning, protected areas and heritage regulations.
2. Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

9. Customer communication and wellbeing

Ensuring that our customers are well informed and well looked after are very important to us. At Pan Lanka Travels, we ensure clear and consistent communication to our clients.

Prior to booking, we commit to this by:

1. Ensure that customer privacy is not compromised;
2. When engaging in marketing and advertising not to promise more than is delivered;
3. Provide destination information, including sustainability aspects on a regular basis ;

After booking and during holidays, we commit to this by:

4. Providing Information about the natural surroundings, local culture and cultural heritage;
5. Have an emergency contact number available and accessible 24/7;
6. Train personnel and have guidelines available on how to deal with emergency situations;
7. Provide clients with guidelines and codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment.
8. Inform clients about applicable legislation concerning the purchase and export of historic/religious artefacts and articles containing materials of threatened flora and fauna;
9. Motivate clients to use local restaurants and shops (where appropriate);

After holidays, we commit to this by:

10. Measure systematically client satisfaction and take into account the results, for service and product improvements;