

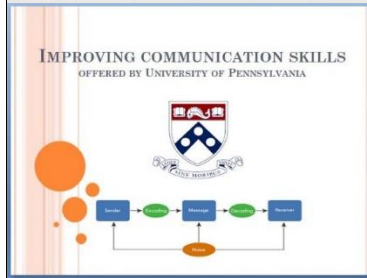
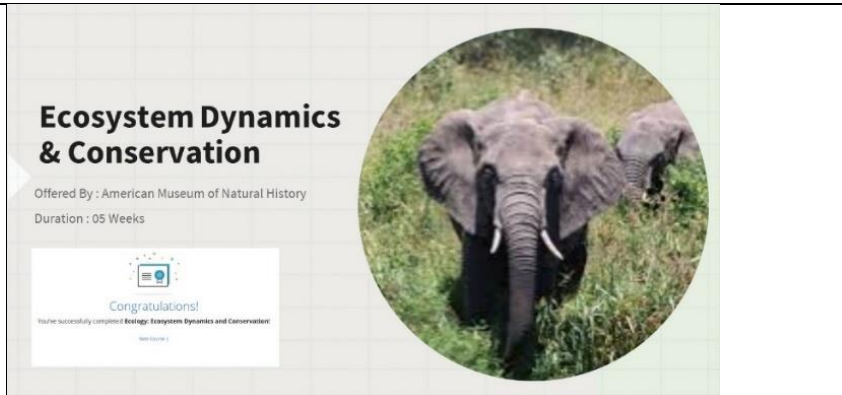
## Sustainability report - 2021

**Objective :**

To ensure all employees have an equal chance and access to opportunities for personal development through training and education

Training topics included Ecosystem dynamics and conservation, business English, content writing, social media marketing and working with Excel

Training outcomes were presented by the team so as to share their learning outcomes and encourage other team members to enhance their knowledge.



**Objective :**

To Measure, monitor and reduce energy and water consumption on a monthly basis;

Electricity and Water usage is monitored on a monthly basis to ensure better efficiency. Since our working days/hours have been significantly reduced due to Covid-19 usage has been minimal during this period.

Month	Reading	Payment (Rs)
Jan 2020	31,157	3,765.55
Feb 2020	30,036	3,714.14

**Objective :**

*Provide training to all staff members about their roles and responsibilities with respect to internal environmental practices*

Regular whatsapp messages are sent by the team to the group whatsapp page to remind members of good practices with regards to the environment. The use of regular and short informal and creative messages was found to be an effective way of engaging the team.



**Objective :**

*Giving preference to accommodations that work with internationally acknowledged and/or Travelife certification;*

We have communicated with all hotels that we work with and shared our sustainability code of conduct. Our hotel partners have in turn pledged their support in signing the code of conduct pledge and in addition they have also initiated their own sustainability goals and objectives



**Objective :**

*Considering more sustainable alternatives when selecting transport eg vehicles with a higher fuel efficiency*

Fuel efficiency of all vehicles on tour are being monitored to ensure only highly fuel efficient vehicles are used on tour.



**Objective :**

*Ensure that all freelance chauffeur guides have a written employment contract and fully understand the terms and conditions;*

Supplier contracts have been drawn up and given to all transport suppliers prior to engaging them in tours.



**Objective :**

*Offering a special sustainable travel module in the training program for local tour guides in which the main responsible tourism aspects are brought to attention.*

All our guides have completed one or more courses in sustainable travel.



**Objective :**

*To provide clients with all relevant information required while on tour*

Comprehensive and upto date information is available online to ensure our guests are well informed on aspects of do's and don'ts, health and safety, cultural norms and other practical details before and during their tour.

## Travel Tips and Information

Thank you for choosing to travel to Sri Lanka. We have compiled some information that will be useful to you as you prepare for your travels and also while on tour. We prefer to minimize the use of paper and therefore encourage you to refer to the documents online. However a copy of the documents will be available with your guide should you prefer to read a paper copy. We urge you to return the document to your guide at the end of the tour so that it can be made available to the next traveller in a good condition. All paper documentation will be sanitized and sealed prior to use.

**Pre departure documentation**

Know before you go  
Sri Lanka – Health and safety

**On Tour documentation**

Arrival information and recommended Covid-19 protocol for guests  
Welcome to Sri Lanka  
Travellers code  
Restaurant Guide

**Objective :**

*Measure client satisfaction and take into account the results for service and product improvements*

An online feedback form enables us to discuss individual feedback and ensure product and service improvements.



**Objective :**

*Include sustainability as an integral part of the research into client satisfaction*

Feedback on sustainability aspects of our tours gives us an opportunity to assess our sustainability goals and make improvements

Sustainable management including social & environmental policy	Sustainable transport	Accommodation that complies with sustainability
Excursion and activities that leave minimal footprint	Qualified local tour guides	Customer communication and wellbeing

**Our Value Proposition**

Constant innovation and attention to detail	Accurate and timely information	Responsibility to all our stakeholders	Sustainability in all aspects of our business
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