



SUSTAINABLE POLICY

We evolve today in a world more and more aware that actions have consequences and it is everybody's responsibility to decide on how we can improve towards further sustainable, ethical and social obligations to protect the environment we live in. ASEV Travel, as a local destination management company has tried to see how we could participate to a more sustainable world. But the process is wide, from protecting the beautiful countries and unique cultures that we promote to improving the social and human rights in the destinations visited. As to give us a guideline, we have engaged ourselves to work towards the **Travelife Certification**.

► Our mission and process towards sustainability works towards a 3 tier approach with a focus on:



SOCIO-ECONOMIC DEVELOPMENT:
Supporting local communities and businesses



ENVIRONMENTAL SUSTAINABILITY:
Reducing our environmental footprint



CULTURAL SENSITIVITY:
Heritage preservation

► This 3 tier approach is interweaved in all our objectives and actions:

- Internal management.
- Committing that our travel experiences are in-line with sustainable standards.
- Selecting our partners through sustainable criteria and empowering them with sustainable practice recommendations.
- Maintain a constant commitment to review our policies and practices, to ensure they are in-line with our 3 tier approach.

OUR COMMITMENTS:

Our first step was to appoint a key staff member to assess our level of sustainability and create a sustainability action plan for the next 2 years to improve our sustainable practice. The new sustainability coordinator has developed with the team a multilevel action plan.

► WE COMMIT TO OUR PEOPLE:

ASEV Laos' Human Rights and Labor Practices Policy

ASEV Laos is unconditionally committed to protecting human rights, treating people with dignity and respect within the workplace itself amongst team members but also with our valued guests, business partners (from activity providers, to hotels, restaurants and other suppliers) and with the community living around us. We value diversity and an equal opportunity to all and do not tolerate discrimination or harassment.

Our human right and labor policy reflects our beliefs towards human rights and labor practices.

The management team has the responsibility to ensure the compliance with this policy, to monitor and assess every criterion, and be alert to any potential violation.

All our employees sign our Employee Handbook where they can find our human right and labor policy and all the advantages and obligations that working with ASEV Laos entails.

Training, wellbeing, quality and sustainability

We believe that training is the key to a pleased team, contented guests and helps everybody to become more involved in our sustainability process.

- The health and safety policy was created with the entire office and the awareness provided is the health and safety trainings given through regular first aid trainings, fire safety trainings...
- We ensure through regular trainings that employees are comfortable with their position and evolve at the same rhythm as the company. Sustainability is now a regular subject in trainings and brainstorming sessions with the team.

Tour leader and guides

Tour leaders and guides are the principal interface between customers, the attractions, the local community, and the environment. They are often the first to give the general impression of a destination and are highly responsible for the overall satisfaction of customers. They are key player in promoting our sustainability policy.

We ensure that:

- They are aware of our sustainability objectives and minimum requirements;
- They are trained in sustainable practices
- They are trained and encouraged to acquire and increase their destination knowledge.
- Specific training: identify and fight against exploitation of children
- Specific: sensitive activity guideline

► WE COMMIT TO OUR ENVIRONMENT:

We are engaged in a process to reduce our environmental footprint through different channels and in an all side approach:

Waste reduction and sustainable purchase policy

The most effective way to reduce waste is to not create it in the first place. **Reduction** and **reuse** are the most effective ways to save natural resources, protect the environment and save money by:

- Reducing paper consumption and ink by printing only when necessary: email, QR Code, printing in A5 instead of A4, re-use paper.
- Reducing plastic with water fountains within the work place, refillable water bottles and a plastic free policy at the office.
- Separating waste according to local authority guidance or when non-existent, informal recycling system (plastic, cans, paper, food)
- Reducing our waste through a wise purchasing policy to change step by step our purchase behavior.
Ex: Whereas in South-east Asia, Nescafe sticks are a must, our coffee and tea come from local, social and ethic companies.
- Supplying our A4 paper needs from a sustainable company.
- Favoring products and services of local origin.

In terms of printing, our objectives for 2020 will be to reduce of 50% our English brochures (50 printed only instead of 100) and 30% our French brochures (100 printed instead of 150 in 2019). QR codes, E-brochures and USB Keys (only for download not to give) will be used primarily instead.

Options to print with certified companies are being looked into.

Energy and water consumption monitoring and reduction plan

Over the next 2 years, we are engaged to significantly reduce our energy and water consumption through:

- Low energy light bulbs.
- An energy saving policy at the office and energy and water saving sign.
- Responsible equipment maintenance.
- A Purchase policy follow up for any new equipment.
- Replacing all "standard" cleaning products by non-chemical products that do not require the use of water. Containers are refilled by the company as to limit waste.

Business travel carbon footprint:

We monitor our carbon impact through a staff mobility policy in order to be able in 2020 to offset our carbon emission.



As a travel agency we work with various tour operators: hotels, restaurants, activity providers. Our choice of partners has an impact on our sustainability level and therefore we continuously build a sustainable network and create privileged partnerships.

WE ARE COMMITTED TO:

Assess and evaluate the sustainability level of our suppliers.

Highlight to our sales team and travel agent partners our most “engaged” suppliers.

Inform our partners about our sustainability engagement and what this will mean for them.

Encourage our partners to engage in more sustainable practices:

To provide them with a sustainable guideline for self-assessment.

Include a basic sustainability clause through a contract addendum that we encourage them to follow. We clearly indicate that the compliance to these criteria has a direct impact in our partnering choice process. They need to be:

- Actively engaged in reducing their environmental impact: energy and water reduction and waste management
- Support the local community, be sensitive to environment projects and or wildlife protection

Refuse to work with suppliers who are not complying with our fundamental sustainable requirements:

- **For hotels and restaurants:**

Respect human rights	Child protection	Customer privacy
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- **For activities:** same regulations as for hotels and restaurants, with an extra clause about captive animals and wildlife interaction

We support our community:

ASEV Laos is involved in several local projects:

- Run for the children through the Lao Friend Hospital half marathon as to raise funds.
- In 2019, ASEV Laos fully financed a traditional eco bungalow for the Mekong Eden Farm.
- Tree planting day.

We raise awareness in our community and push to develop sustainable programs

- Stimulate ideas, project exchanges with tour operators in Laos.
- We communicate through newsletters, social media about our progress and engagement.
- We highlight sustainable partners to our agency partners with sustainable icons.

We suggest collecting donations to support local initiatives:

- The Mekong Elephant Park in Pakbeng: 2 or 3\$/customer.
- The Discovery Center in Luang Prabang: 3\$/customer.

When customers choose to participate in these activities, we will automatically suggest a donation option in the program and add to the invoice.

4

OUR CUSTOMERS

We care about our customers' privacy:

We value our clients' trust. Keeping client information secure, and acting in accordance as our clients would expect us to is of top priority.

What we promote is what we offer:

Communication and information about tours and activities prior bookings are multiple yet accurate. This allows guests and agency partners to have a clear understanding of what is offered, how and at what price. We work to provide travelers with more and more sustainable options in terms of transport, activities, accommodation and restaurants.

We give them the tools for a safe, sustainable and memorable stay by:

- Providing them with relevant information about Laos (culture, history, religions) for a broader appreciation of the country.
- Giving them necessary health and safety information for a hassle-free trip (emergency contact, health tips..).
- Informing our guests about the key sustainability issues of the destination.
 - General Information: do and don'ts tips, supporting the local economy...
 - Commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.
 - Illegal purchase of historical/religious artifacts or articles containing materials of threatened flora and fauna.

We care about guest satisfaction

Customers have several ways to inform us of their satisfaction and/or complaints: their guide and a feedback form that we ask them to fill.

Feedback are meticulously collected, studied and treated for own improvement.