



Our Group Sustainability Policy

Vision, Mission & Policy Objectives

Group Vision for Sustainable Tourism

Sustainability has always been a cornerstone of our operational philosophy. Throughout the years, DTH Travel Group has remained committed to fostering responsible tourism that balances environmental stewardship, community empowerment, and cultural preservation across all destinations where we operate. We aim to maximize the positive socioeconomic impacts of tourism on local communities while minimizing adverse social, cultural, and environmental footprints.

Our group-wide management systems and country-level business units remain aligned with the international Travelife standard for Tour Operators and Destination Management Companies (DMCs) and global sustainability benchmarks (GSTC).

Objectives of this Policy

- To provide a consistent, structured framework for management, country teams, and external supply chains.
- To guide day-to-day operations, itinerary design, supplier contracting, and client communications.
- To ensure systematic measurement, transparent reporting, and continuous improvement across all destination management units.

Sustainability Management & Governance

Coordination & Leadership: DTH Travel Group maintains an appointed Group Sustainability Coordinator working alongside destination-level coordinators, supervised by executive leadership and approved by Group Management.

Committee & Oversight: Our Sustainability Committees communicate monthly to track initiatives, evaluate key performance indicators (KPIs), and maintain cross-departmental engagement.

Action Plan and M&E: Each operational entity maintains an annual Sustainability Action Plan outlining designated roles, budget/resource allocations, and an active Monitoring and Evaluation (M&E) system to track baseline targets in energy, water, waste, and supply chain compliance.

Continuous Improvement: We benchmark operations against the Travelife platform, conducting annual policy reviews to adapt to emerging sustainability challenges across our destinations.

Incident Reporting: DTH Travel Group maintains a confidential and accessible reporting channel to safeguard ethical, social, and environmental integrity across all operations. Employees, tour leaders, freelance guides, suppliers, and travellers are encouraged to report any suspected violations—including child safeguarding breaches, illegal wildlife exploitation, labor abuses, corruption, or serious safety hazards—directly to the Group Sustainability Committee via a dedicated email channel (sustainability@dh.travel).

All reports are treated with strict confidentiality and investigated promptly without fear of retaliation, victimization, or contractual penalty. Should legal offenses or immediate child welfare risks occur, destination teams immediately escalate the incident to certified child protection organizations, emergency responders, or relevant local law enforcement bodies.

Internal Management: Social Policy & Human Rights

Labor Standards & Fair Compensation: DTH Travel Group strictly complies with national labor laws in each destination, ensuring legally binding written contracts, fair living wages, reasonable working hours, appropriate overtime remuneration, medical benefits, and statutory paid leave.

Equal Opportunity & Anti-Harassment: We maintain a zero-tolerance policy for discrimination, forced labor, and child labor, providing a healthy, inclusive, and safe working environment.

Employee Well-being & Feedback: We conduct quarterly group-wide employee satisfaction surveys to assess staff well-being and evaluate company policies. Wellness initiatives (such as gym subsidies, ergonomic workspaces, and biophilic office design) are actively promoted.

Training & Capacity Building: Comprehensive training programs on health and safety, emergency protocols, child protection, and sustainability principles are delivered regularly to office staff and field personnel.

Internal Management: Environmental Operations & Green Procurement

Waste Management & Single-Use Plastics

- **Source Segregation:** Offices enforce 3-stream waste segregation (Organic/Food, Recyclable, Non-Biodegradable).
- **Elimination of Single-Use Plastics:** Pantries prohibit single-use plastic bottles, cups, cutlery, straws, and polystyrene containers, replacing them with reusable alternatives and large refillable water dispensers.
- **Operational Maintenance:** Offices prioritise reusable microfiber cleaning cloths over disposable paper towels.

Water Management & Pollution Control

- *Internal Operations & Facilities:*

- Efficiency & Monitoring: All company-owned offices and direct operations track water consumption baselines annually, set measurable reduction targets, and install water-saving fixtures (e.g. low-flow aerators, and dual-flush toilets).
- Pollution Prevention: Company facilities utilise biodegradable, non-toxic cleaning products. Maintenance and vehicle washing protocols are designed to prevent oil, chemical, and soap run-off into local storm drains or waterways.

- *Supply Chain & Accommodations:*

- Supplier Standards: Priority is given to contracted accommodations and venues that demonstrate proactive water conservation (e.g., linen-reuse programs, and efficient fixtures) and safe wastewater management.
- Wastewater Compliance: Contracted partners must comply with national and local environmental standards regarding sewage and graywater discharge. Where municipal systems are absent, suppliers are encouraged to create their own on-site treatment systems, and evaluated accordingly.
- Capacity Building: Sustainable operational guidelines and best practices for water stewardship are shared with smaller suppliers and Community-Based Tourism (CBT) partners.

Excursions & Guest Stewardship

- Plastic & Waste Reduction: Single-use plastic water bottles are eliminated on tours by providing refill stations, bulk water dispensers in vehicles where capacity allows, coordinated verified refill stations along itineraries, or reusable flasks.
- Aquatic Ecosystem Protection: Operation teams brief guides and guests on minimising impact in sensitive aquatic environments, including the use of reef-safe sunscreen, preventing littering during boat excursions, and avoiding direct contamination of rivers, lakes, and coastal areas.

Community Collaboration

Destination teams actively identify local water vulnerability risks, respecting community water access and partnering with local stakeholders on watershed and ecosystem conservation initiatives.

Energy, Resource Efficiency, & Commuting

- Energy Management: Workspaces optimise natural daylight, utilise energy-efficient electronics/lighting, and implement automated sleep/power-saving protocols on IT hardware after 15 minutes of inactivity.
- Sustainable Commuting & Mobility: We encourage staff to choose lower-emission commuting methods (walking, cycling, and public transit) and support remote working options where operationally practical to reduce commuting-related emissions.

Paperless Workflows & Sustainable Sourcing

- Digital-First Operations: Invoicing, contracting, marketing collateral, and itineraries are digitised. Physical printing is restricted to mandatory legal documents.
- Certified Paper & Duplex Printing: Where printing is required, double-sided printing is mandatory on 100% FSC® or PEFC® certified paper. Digital e-business cards via QR codes replace traditional paper business cards.
- Sustainable & Local Procurement: Supplies are purchased on an as-needed basis, favoring rental over purchase. Office staples (coffee/tea) and corporate gifts are sourced from local farmers, social enterprises, and artisans with plastic-free packaging.

Partner Agencies & B2B Supply Chain Engagement

- **Transparency & Standards**: We actively communicate our sustainability commitments to B2B inbound partner agencies and tour operators via clear agreements, newsletters, and digital toolkits.
- **Supplier Code of Conduct**: All B2B trade partners and sub-contractors receive the DTH Travel Group Supplier Code of Conduct and Sustainability Agreement to ensure legal compliance, business integrity, and human rights alignment.
- **Partner Sustainability Surveys**: Periodic B2B surveys assess alignment and drive joint sustainability initiatives.

Accommodations & Transport Sustainability

Accommodations

- Sustainability Compliance: Accommodation partners must comply with our Sustainable Accommodation Policy, confirming adherence via signed agreements and sustainability assessments.
- Preferential Contracting: Priority is given to accommodations with verified sustainability certifications (e.g., Travelife and GSTC-accredited programs) and locally-owned boutique establishments that benefit regional economies.
- Tiered Contracting for Secondary Destinations: Recognising that third-party sustainability certifications (e.g., Travelife and GSTC-accredited schemes) are often unavailable in rural, secondary, or emerging destinations, DTH Travel Group adopts an inclusive, tiered approach to supplier engagement. Contracting preference is granted to locally owned boutique accommodations, family-run guesthouses, and Community-Based Tourism (CBT) homestays, provided they sign the ***DTH Supplier Code of Conduct and Sustainability Agreement***. This confirms mandatory baseline compliance with local labor regulations, child protection, basic safety, and waste management practices. Continuous improvement efforts are also done through baseline self-assessments, providing practical guidance toolkits (covering single-use plastic reduction, safe wastewater handling, and energy efficiency), and setting clear, measurable improvement milestones.

- **Progress Reviews:** Supplier adherence to agreed sustainability milestones is reviewed during annual contracting cycles, ensuring local partners steadily progress toward higher environmental and social standards without creating insurmountable commercial barriers for grassroots communities.
- **Core Standards:** Contracted properties must respect local labor laws, implement active waste and water reduction measures, phase out single-use plastics, and enforce child and human rights protections.

Transport Operations

- **Modal Optimisation:** Environmental efficiency, accessibility, safety, travel time, and comfort are balanced to promote lower-carbon options (such as trains, group coaches, and hybrid/electric vehicles) where feasible.
- **Vehicle Maintenance & Anti-Idling:** Transport providers must maintain valid licensing, perform regular servicing to minimise emissions, enforce strict anti-idling practices, and provide onboard bulk water refill solutions where vehicle capacity allows, or coordinate verified refill stations along itineraries.

Excursions, Community Relations & Destination Management

Community-Based Tourism (CBT): Product design emphasises tours that directly support local communities, celebrate cultural heritage, and channel spend to grassroots artisans and social enterprises.

Supplier Licensing & Due Diligence: We contract only with suppliers and excursion operators fully licensed and accredited by relevant national and regional tourism authorities.

Child Protection: Strict zero-tolerance policies are enforced against commercial sexual exploitation and child labor. We explicitly prohibit visits to commercialised orphanages or school tours that disrupt instructional time, adhering to international Child Safe standards.

Cultural Sensitivity & Guidelines: Clear codes of conduct are shared regarding sacred sites, cultural heritage, appropriate dress codes, and respectful photography.

Animal Welfare

DTH Travel Group strictly complies with the ABTA Global Welfare Guidance for Animals in Tourism and enforces the following non-negotiable rules across all tour offerings:

- **Prohibited Wildlife Practices:** We do not offer or promote (1) unlicensed or sub-standard captive wildlife facilities, (2) direct animal-tourist contact, holding, or photo sessions without the animal's choice of retreat, (3) unnatural animal performances, shows, or circus tricks (including elephant riding and tiger selfies), (4) human-initiated touching or feeding of wild animals, (5) animal fighting events, (6) rodeo entertainment, or (7) ritual animal slaughter.

- **Observational Encounters:** Animal interactions are strictly limited to non-intrusive wildlife viewing at a respectful distance in natural habitats or visits to accredited, authentic sanctuaries that do not breed for commercial exploitation.

Tour Leaders, Guides, & Operation Staff

Service Manual & Code of Conduct: All employed and freelance guides receive and must strictly follow the DTH Tour Guide Service Manual, which defines environmental ethics, wildlife conduct, child protection procedures, and professional safety expectations.

Fair Working Conditions: Tour guides and leaders operate under transparent, fair service contracts that guarantee prompt remuneration, decent working conditions, and professional development opportunities.

Licensing & Accreditation: We collaborate exclusively with guides who are officially licensed by relevant national tourism boards.

Customer Communication, Inclusivity, & Data Protection

Customer Pre-Departure Education: We provide practical sustainability tips prior to departure (covering destination contexts, plastic reduction, wildlife/cultural souvenir prohibitions, and respectful local etiquette).

Accessible Travel: Procedures are maintained to match guests with accessibility requirements to vetted vehicles, qualified guides, and verified accessible accommodations.

Data Privacy: Client personal information is protected under international data privacy standards and strict group privacy policies.

Client Engagement & Feedback: Travellers are invited to provide transparent feedback on sustainability performance via post-trip digital surveys and QR codes.