



SUSTAINABILITY POLICY VIETNAM

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:



**SOCIAL AND COMMUNITY
ENGAGEMENT:**
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.

This policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company and is subject to be adjustment on an annual basis.

OUR ETHICAL CODE

POLICY STATEMENT

We are committed to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter corruption and bribery. We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate.

Bribery

Employees will not offer, promise or give, not request, agree to or accept undue pecuniary or other advantage to/from public officials or the employees of business partners.

Consumer Rights

Employees will at all times respect customer privacy and take reasonable measures to ensure the security of personal data they collect, store, process or disseminate.

Donations

We do not make contributions to political parties, we only make charitable donations that are legal and ethical under local laws and practices. No donation must be offered or made without the prior approval of a Senior Manager.

Fair Competition

Employees shall refrain from entering into or carrying out anti-competitive agreements among competitors, including agreements to:

- fix prices;
- make rigged bids (collusive tenders);
- establish output restrictions or quotas; or
- share or divide markets by allocating customers, suppliers, territories or lines of commerce

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IN OUR OFFICE

► WE COMMIT TO OUR PEOPLE:

ASEV VN's Human Rights and Labor Practices Policy

ASEV VN 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 Vietnam 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.
- 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 players in promoting our sustainability policy.

We ensure that:

- They are aware of our sustainability objectives and minimum requirements;
- They are trained in sustainable practices
- 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 and pollution reduction and sustainable purchase policy

Being aware that purchasing is one of the key steps towards sustainability, ASEV Vietnam is trying our best to take a closer look at our activity and would like to implement the following procedure towards reduction of disposable goods and sustainable purchasing by:

- Buying reusable products instead of single-use items:
 - Give preference to reusable over disposable items (Reusable tote bags vs. plastic bags, rechargeable vs. non rechargeable batteries)
 - Refill and/or recycle printer cartridge
- Limiting single use plastic: We have replaced small volume single-use plastic water bottles with water dispensing machine; Most of the employees have their own reusable water bottles and food containers.
- Buying things in bulk for less-packaging
- Prioritizing cleaning liquids of organic origin

OUR TARGETS ARE

- Targeting to buy more than 90% paper from sustainable sources for office use
- Printing more than 50% promotional materials (brochures) from eco-friendly paper (recycled, FSC or chlorine free)
- Reducing our waste through a wise purchasing policy to change step by step our purchase behavior.
- 100% hazardous waste is properly treated
- Increase waste diversion by 18% (from 22% to 40%)
- 70% double-sided printing;
- Reduce brochure printing by 50%

Energy and water consumption monitoring

- We monitor monthly energy consumption and communicate the progress.
- We pay great attention to small practices to save energy and water in the office and remind colleagues to do.
- Consider buying energy-efficient equipment or certified energy efficient when buying a new one.

Mobility policy

- We travel only when necessary and over longer times (if required).
- We encourage our employees to commute to work by using public transport/ cycling or walking.
- We reduce transport-related impact through phone or video-conferences with our offices in Vietnam.

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OUR SUPPLY CHAIN

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:

Offer no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.

Transportation:

- Selecting means of transportation to the destination by taking price and comfort into consideration in alignment with sustainability.
- Considering rail or bus for short haul travel (e.g., regional trains);
- Use an appropriate vehicle for the size of the group (i.e., do not use a 50-passenger coach for 15 customers);
- Use public transportation as much as possible, (e.g., buses, metros/subways/trams in cities) including for airport transfers and city tours;
- Choose sustainable alternatives for transfers and excursion purposes in the destination with consideration of price, comfort, and practicality.
- Integrate and/or promote one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.
- Whenever possible, we limit domestic flight and use the transfer by road, and we will also encourage the trips by train or public bus.

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.

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

Promotion of souvenirs and/or food that contain threatened flora and fauna species listed in the CITES treaty (www.cites.org)

• **For activities:** same regulations as for hotels and restaurants, with an extra clause about captive animals and wildlife interaction.

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WORKING FURTHER TOWARDS SUSTAINABILITY

ON THE GROUND

We support our community:

- We drive positive change within our supply chain, monitor their sustainable practices, share best practices and organize training.
- We ensure that travels we organize do not have adverse effects on the environment or society, especially sensitive activities that may bring travellers into contact with animals, children or remote communities.
- We give back to neighboring communities by supporting projects addressing local development challenge, encouraging fair employment opportunities and wellbeing advancement.
- We promote Responsible Tourism in our industry and to stakeholders we engage with in our destination(s).

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

- We communicate through newsletters, social media about our progress and engagement.

We suggest collecting donations to support local initiatives:

- KOTO in Hanoi.

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

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.

- Before the trip, we will collect certain information from you which is: your full name, date of birth, gender (i.e. male/female/other), title, postal address, phone number, email address, next of kin, dietary requirements, height and weight, travel insurance details, passport details (including nationality and city of birth), passport scan, visa application, visa page scan;
- We will safeguard, according to strict standards of security and confidentiality, any information our customers share with us.
- The data we gather is used to keep in touch with clients and business partners, to plan and carry out travel services on their behalf, and for a variety of other purposes, such as: sending newsletters; surveying clients and partners to assess our performance; accurately planning travel and event schedules; managing international travel services for clients; facilitating payment for travel services rendered; and maintaining ongoing business communications with clients and partners.
- We will permit only authorized employees, who are trained in the proper handling of customer information, to have access to that information.
- We will not reveal customer information to any external organization unless we have previously informed the customer in disclosures or agreements, or are required by law.
- Whenever we hire other organizations to provide support services, we will require them to conform to our privacy standards.

If we change our information handling practices or other privacy aspects, we will post those changes on this privacy statement, at least 30 days prior to their implementation.

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 Vietnam (culture, history, religions) for a broader appreciation of the country.
- Giving them necessary information for a hassle-free trip (emergency contact, health tips..).
- Informing our guests about the key sustainability issues of the destination.
 - 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.

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