

## ***Sustainability policy 2025***

# Document Summary: Sustainability Policy Indonesia 2025

This document outlines Shanti Travel's comprehensive commitment to sustainability, covering environmental, social, and ethical policies. Below is a summary of the main chapters:

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# Sustainability Policy

## *Commitment*

Every effort has a meaning. Our economies and societies cannot prosper if companies do not integrate sustainable development and environmental protection at the heart of their activities. Our impact on the planet must be measured. Together, partners, local experts and travellers, we must reinvent tourism to better preserve our destinations.

## *Fair and sustainable tourism*

We believe that an authentic day is all about discovering human faces, meeting new people, sharing moments and cultural exchanges. We are aware that we are facilitators of encounters with local populations who will open their doors to you with friendliness. We attach great importance to raising our travellers' awareness so that they adopt more sustainable behaviours when they travel. We contribute to the local economy by building trips that meet local populations and create employment!

## *Respect and preservation of local culture*

We live on site and work directly with local hotels, guides and drivers. This local presence enables us to redistribute income from our activities to our partners, building stable and lasting relationships with them. Respect for others is a fundamental value for us. On your arrival, your travel expert will inform you about local customs and habits. We'll also give you access to our guide to good addresses, so you can meet local craftsmen, artists and gastronomy in authentic places not listed in traditional guidebooks or on websites.

# ***Employees code of conduct***

*For a responsible and sustainable development*



At Shanti Travel we do our best to minimize the negative impacts on our environment. We are proud to have accomplished a lot. You will find above the major axes of our responsible actions. We have a long way to go and every day brings new challenges. We want every Shanti Travel employee and partner to commit to these principles and to participate in their improvement.

## ***Waste management***

- Each of our local agencies ensures that waste is sorted according to the possibilities offered by the country. To make up for the lack of monitoring of waste recycling in certain countries where we operate, we have countries where we are present, we have joined forces with local NGOs. We measure the quantity of plastic and paper in order to We measure the amount of plastic and paper in order to monitor the impact of our actions and to set waste reduction targets.
- There are lunch boxes available, so use them when you buy a takeaway.
- Use recyclable and refillable products (toner, liquid soap, etc.);
- Use bulk packaging instead of many small packages (e.g., paper, cleaning materials, etc.)
- Avoid excessive packaging (e.g., double packaging);
- Use high quality, long lasting, and easily repairable products;
- Use single-use products in your possession as much as you can (e.g., paper, water bottles, takeout containers, etc.) before tossing;
- Avoid harmful or hazardous products or products which need careful storage and handling, and give preference to environmentally friendly alternatives;
- Use food materials with environmentally friendly packaging (e.g., re-useable) such as refillable bottles, paper/cardboard packaging, etc.;
- Avoid drinks in paper cups, bottles, and cans, and give preference to (refillable) bottles, mugs etc.;

- Sell old furniture or equipment (to your employees) at discounted rates and/or donate them to charitable organisations with recycling programmes in place;
- Donate waste to organisations making Eco-bricks or create your own!
- Avoid single use plastic water bottles by enabling, we offer to our guest a reusable bottle they can refill with the gallon in their drivers car
- Take your old equipment to the office, we will then give it a licensed waste disposal centre;
- Only take equipment to recycling stores if they still function;
- Hand in old mobile phones, cables other data-sensitive e-waste to the office, we will give it to reputable organisations.
- Massively reduce the use of plastic bags with tote bags available at the office
- Use paper only if necessary
- Our goal is 100% double sided printing;

### *Energy savings*

- Most of the light bulbs in Shanti Travel offices are LED.
- The air conditioning is set at 25°, the ideal temperature in our hot countries. The filters of our air conditioners are cleaned every six months to ensure that we minimize our energy consumption as much as possible.
- When possible, use fans instead of AC
- Turn off the air conditioning when you leave the office
- During the day, close the windows to keep the air cool and avoid letting in moisture
- Avoid leaving devices on standby during breaks. It is better to turn them off completely;
- Turn off the screen when you don't need it. Screens can be automatically configured to go to sleep after approximately 20 minutes of inactivity;
- Use power strips with switches. This allows you to disconnect multiple devices simultaneously. Many equipment such as displays, modems, scanners and printers continue to consume around 2 or 3 Watts in standby, so it makes sense to turn them off completely;
- Preconfigure all equipment in economic mode, this saves around 40W;
- Turn on coffee machines only when necessary Defrost the freezer regularly if you use it
- Do not put hot food or drinks in the refrigerator;
- Use the kettle to heat the water, it uses less energy than a stove (gas or electric) and you can fill just as much as you need (for example pouring the number of cups needed).
- Keep your coffee hot in a thermos rather than on an electric appliance.
- Office lights are switched off after office hours.

### *Paper savings*

All Shanti Travel employees' computers are set up for automatic black and white and double-sided printing. The information is stored on our servers and we only print when absolutely necessary. We reuse the back of the printed sheets in a wastebasket near the printers.

### *Water savings*

Scary fact!!!! Tourism uses 65% of water in Bali!

- We measure the water consumption of the offices in order to detect possible leaks and reduce consumption. Our teams are made aware of the rational use of water.
- If you notice any leaks in your daily use, report it immediately so that they can be repaired.
- Scrape your tableware before rinsing it
- Don't let the water run unnecessarily
- Use fans instead of AC when possible
- Switch off the air conditioning when you're away from the office
- Remind your travelers of the importance of conserving and preserving drinking water
- Give preference to water reusable bottles, there are unlimited gallons of water available at the office, plastic bottles are forbidden.

### *E-mail savings*

- Did you know that? An e-mail produces about 6 grams of CO<sub>2</sub>. The storage of email in your mailbox and those of the recipients is energy consuming. At Shanti Travel, we share a lot of information on our server. Every member of the team is aware of email issues and we do our best to do our best to consolidate information into one email or copy (cc) other employees only when necessary.
- Develop a company habit to keep emails "short and simple," as the length of emails determine the use of energy. You may also consider removing the email thread of conversations.
- Use links and shared folders instead of sending heavy attachments, as the more bits the message, the more energy is needed to send them;
- Do not use logo in you signature and follow the template of the group;
- Consider if electronic bulk-mailings have an effective response or open rate and keep your mailing list up to date;
- Clean up their mailboxes regularly and unsubscribe to unnecessary mailing lists.

### *Reducing pollution*

Chemicals can be harmful in a variety of ways; they can be harmful to humans as well as to the natural environment. It is therefore the responsibility of Shanti Travel to ensure that it

monitors and strives to minimise the use of these chemicals, thereby protecting its staff, its customers and the environment. We have been slowly changing the products we use to clean the office. We are now only using eco-friendly products.

### ***Business travel***

For each business trip, it is the responsibility of the employee and his/her manager to notify the mode of transport used and the distance covered at the company's expense to the Shanti Travel's CSR Manager. The carbon offset for this trip will then be calculated and compensated.

### ***Empowered travelers***

To help travelers better understand the destination they are about to visit, our Travel Experts send them information leaflets. In approximately 70% of cases, our Travel Experts meet with our travelers upon their arrival. They give them additional documents on the habits and customs, the respect of local cultures and the environment. Travelers who do not have the opportunity to meet their Travel Expert are given the documents by the guide or the driver.

### ***A local team***

Our teams are composed of local employees and expatriates. We offer training to improve and diversify everyone's skills while respecting our intercultural environment.

### ***Choice of partners***

We make sure that each of our partners acts with respect for the environment and for others. To this end, we have developed codes of conduct that we ask them to respect. A regular follow-up, but unfortunately not without flaws, allows us to ensure this.

### ***Respect for the law***

We act in accordance with the legislation of each country where we operate. We are firmly convinced that a sustainable company is one that complies with the laws and rules in force in each host country, banishing bad practices such as corruption or unfair competition.

### ***Equal opportunities***

Since 2005, more than 500 people have been employed or interned at Shanti Travel. Our 500 employees were between 19 and 57 years old at the time of signing their contract or internship agreement. 55% are women, 45% men. We come from 20 different nationalities, with a very wide range of skin color, religion and of skin color, religion and level of education. We all have two things in common: a passion for travel and a spirit of adventure.

### ***Supporting NGOs and responsible actors***

Shanti Travel supports several NGOs and associations throughout Asia. Are you interested in our actions? Follow this link and find the details of our actions:

<https://www.shantitravel.com/fr/tourisme-durable>



# ***Sustainable travels by Shanti Travel***

*Our specifications*



## ***Projects outline***

Sustainable travel is based on the definition developed in the Sustainable Travel Charter.

In a nutshell, sustainable travel means making optimum use of environmental resources, respecting the socio-cultural authenticity of host communities and ensuring long-term economic viability.

Its trips will be developed on the basis of 2 programs per destination, a "classic" responsible travel program and a participative responsible travel program (see charter).

This production will be developed by the prod in charge in collaboration initially with the sustainability in charge group (Marie) to advance the project, then with the GM, SM and B2C Production Manager.

## ***Needs***

Responsible travel should :

- Follow a "slow travel" rhythm = > at least 3-4 days per step.
- Give priority to ecological transport, or check the age of the vehicles used if ecological or low-impact transport is not available or possible.
- Offer accommodation in accordance with the charter or Eco lodge or with a label (Travelife, ATR etc).
- Offer activities in line with the charter.
- Orient activities towards an ecological approach and/or the discovery of local culture.
- Ensure fair remuneration of local partners.
- Be accompanied by a guide of good addresses (a template will be provided) in line with the proposed trip: Associative coffee shops, fair trade stores, organic, vegan or vegetarian restaurants, etc.

The participative trip must :

- Offer active participation in a solidarity project (building a well) or a sustainable development project (reforestation, coral planting, permaculture, etc.) over several days, ideally from 4 to 7 days.
- In a second phase, the trip will follow the specifications of "classic" responsible travel.

### ***Project progress***

- Training and project briefing
- Production development by prod in charge (1st destination Sri-Lanka).
- Validation and development support by sustainability in charge group.
- B2C Production Manager validation.
- Validation by GM-SM.

The development of these specifications should refer to the Responsible Travel Charter, which provides most, if not all, of the necessary explanations.

# ***Staff environmental training***

*Good practices to have as an employee of Shanti Travel*

## ***Introduction***

You are all part of the Shanti Family and today we are going to talk and share about the good practices to respect the environment.

Many people will say or think that our own impact, as 1 person, on the environment is not much or that being more careful will not be useful. We don't believe that way at Shanti and moreover, some people need to start and show the example.

We do it for us, our family, for Bali and as well to be able to show it to our guests so they can later behave better.

***Several small good actions / behavior have a real impact. So let's do it!***

## ***Office / Work related actions***

What can we do at the office to behave more responsibly?

- Turn off the lights when we don't need them
- Make sure to not use the AC when not needed. AC CANNOT BE PUT AT BELOW 23!
- We print too much. That was needed a few years ago as we didn't have a digital system / tools but now we don't print any documents for guests. We send it all via mail.
- When we print for internal use, print double side and don't print in color.
- Use the recycling trash we have. I see too much waste in your personal trash. Plastic and papers should be put in our recycle trash.
- We are getting better but we still sometimes forget to turn off our laptops and screen when we leave the office. The last one should have a check.
- Delete your old mails from your Inbox and from the delete folder. Important and useful mails should be in folders. Thus at the end of each training like today, we will delete our useless mail from outlook BUT from google mail as well.

## ***External colleagues / partners actions***

What can we do externally to behave more responsibly?

- Each department has a sustainable policy to share externally.
- YOU are in sales: talk and promote our Zero Carbon program to the guests. Ask feedback to travelers in order to see if partners are following the policy.
- YOU are in operations: we have share / going to share policies with our hotels, drivers, guides, etc. don't forget to update them, send them to new one, to remind them.

### ***Daily actions***

What can we do on a daily basis to behave more responsibly?

- No plastic bottle at the office! You all received a Shanti bottle to refill with our gallon, use it please 😊
- We sometimes eat at the office together and I see too many plastic bags. You should have a Tupperware box as I do. You always complain about your issue to warm up your food. In Tupperware, it is easy.
- We have eco-friendly soap for hands and cleaning the kitchen equipment. It should be used.

### ***Let's get better!***

ALL these actions should be done at home or wherever we are 😊!

If you have any questions or ideas to improve our awareness approach your manager : [sustainability@shantitravel.com](mailto:sustainability@shantitravel.com)

## *Inbound partner agencies*



Our partner agencies must comply with all relevant national laws protecting the rights of its employees:

- Pay its employees at least a living wage (that is equal to or above the legal minimum);
- Show evidence that they pay no less than that to its employees;
- Comply with local employment legislation by documenting the legal minimum wage;
- Not engaging in illegal or unauthorized deductions from wages;
- Working hours of the employees are in line with the legal requirements and/or industry standards;
- Overtime is paid, or time is given back;
- Fix and paid yearly holiday is given;
- No child employment (14 years or younger);
- Formal contracts in writing are signed by both agency and employees;
- Employees shall be granted their stipulated annual leave and sick leave without any form of repercussions;
- Employees shall be granted their stipulated maternity/paternity leave and other pre/neo-natal rights;
- All forms of forced labour are forbidden;
- All employees are free to enter and terminate their employment through their own choice and without penalty;
- No discrimination is made based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics;
- The freedom of association and the right to collective affiliation is recognized;
- Workplace conditions that violate basic human rights are not allowed. Physical abuse or punishment, threat of physical abuse or punishment, any kind of sexual or other harassment, and other forms of intimidation are prohibited;

- A means through which staff can make representation to senior management about key employment issues is provided;
- An effective complaints procedure, through which employees may raise grievances, is provided.



# ***Sustainable Excursion & Experience Policy***



In the sustainable development of Shanti Travel you will find below the policy regarding the activities proposed within the travel agency. This policy mainly concerns the environment, the local economy and animal welfare. As sustainable development is one of the core values of Shanti Travel, where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.

## ***Environment***

- The experience has to comply with the rules and regulations applied by the protected areas, such as national parks, temples, ricefields, etc.
- The experience should encourage, when possible, non-motorized forms of mobility (walk, cycling or hiking). If motorized forms are unavoidable, make sure that vehicle sizes are as small as possible and that vehicles or boats are certified to match with the national emission standards.
- The provider of the experience should try to reduce water and energy consumption and be able to prove it by concrete actions.
- The experience should be welcoming small-group of travelers to limit negative environmental impacts in accordance with the carrying capacity of the visited site.
- The experience should have a policy for litter and rubbish such as food packaging and recycling wherever possible.

## ***Local Economy***

- The experience has to respect the local traditions.
- The experience has to encourage respectful and courteous exchange with local people.
- The experience needs to ensure that travelers are able to purchase locally produced traditional handicrafts.
- The experience needs to propose local food specialties.

## ***Wildlife interactions & Animal Welfare***

- The experience has to respect animal welfare:

### The 3 sets of minimum requirements

Given the range of activities within tourism that feature animals, it is necessary that there are 3 sets of minimum requirements to ensure that each of the most common types of activities involving animals in tourism is covered and that the minimum requirements cover the most fundamental elements for ensuring welfare for many different types of species. The three sets are:

- A. Minimum requirements for situations where animals are managed by and / or dependent upon human beings
- B. Additional minimum requirements for captive whales and dolphins
- C. Additional minimum requirements for businesses with working animals

**Set A** may be used in isolation of the other two sets, for example, when the minimum requirements are being applied to a zoo facility that does not house captive whales and dolphins.

**Set B** should be used in addition to **set A** for animal attractions which house whales and dolphins.

**Set C** should be used in addition to **set A** for animal attractions which utilizes working hours.

### ***A/ Minimum requirements for situations where animals are managed by and / or dependent upon human beings***

1. All animals have regular, daily access to adequate and clean drinking water in line with their species specific needs.
2. All animals are fed appropriate food (which includes necessary supplements for animals in captivity), via an appropriate feeding routine, which mentally stimulates the animal(s) and encourages natural behaviors (e.g. foraging, browsing, grazing etc.).
3. In captivity, enclosures or methods used to contain the animals for temporary periods allow all the animals to move and exercise freely, and to maintain sufficient distance from other animals in case of conflict.
4. In captivity, enclosures are environmentally complex, including natural substrate, furniture, shelter and environmental enrichment, in order to encourage normal/natural behaviors. All animals should be able to seek shelter from extreme weather conditions and privacy from view.
5. In captivity, enclosures are clean, hygienic and well maintained.
6. The facility employs a vet who is knowledgeable and experienced in the health and welfare of the relevant animals (either employed on site or externally contracted).
7. There is a policy not to surgically modify the skin, tissues, teeth or bone structure of animals, and not to sedate animals to make them safe to handle, unless it is for the purpose of genuine medical treatment under the guidance of an appropriately trained vet.
8. Where customers are permitted to be photographed with animals, this should be free from evidence of bad practice.



9. Complete, accurate animal stockists, veterinary records and any appropriate licenses or permits should be up-to-date and available for inspection. The required paperwork should be in place for any animals which have been acquired from the wild.
10. Where animals are involved in performances these should only involve natural behaviors and be free from bad practice. Training methods should be based on positive reinforcement only.

***B/ Additional minimum requirements for captive whales and dolphins.***

In shanti travel we refuse to sell that kind of activity.

***C. Additional minimum requirements for businesses with working animals***

1. Tethering and hobbling should be discouraged and where unavoidable should only be conducted using appropriate materials and methods that do not cause risk to the animal's welfare. Tethering should be for a limited time of no more than a few hours per day. The animals should be able to walk, lie down and stand up without putting tension on the tether, and reach basic resources like food, water and shade. Tethered animals should be regularly monitored.
2. Young, pregnant, nursing, injured, ill, distressed or elderly animals should not be ridden, or be required to carry/pull loads. Equids (hoofed mammals) should not be worked before they are three years old; camels should not be ridden before four years. Weaning should not be conducted for horses, donkeys and mules before six months; preferably it should be allowed to occur naturally. Weaning for camels should not be conducted before four months; preferably, it should be allowed to occur naturally.
3. Equipment should fit, not causing injury, and should be cleaned and dried after use. Equipment should be removed during rest periods and ideally when eating/drinking.
4. Animals should train and work within their physical capabilities. Loads should be equivalent to the animal's size and ability (e.g. not more than one person on an equine or camel), work should not be in the hottest part of the day and animals should have regular rest periods each day of at least an hour between working periods.

Shanti travel commits to respect this policy of development in the creation of its production but also in the control of its proposed activities.

***Certified Excursion***

Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.

## **ANNEXE 1**

### **National Parks policy**

- Definition of The International Union for Conservation of Nature (IUCN):
- Large natural or near natural areas set aside to protect large-scale ecological processes, along with the complement of species and ecosystems characteristic of the area, which also provide a foundation for environmentally and culturally compatible spiritual, scientific, educational, recreational and visitor opportunities.

### **Primary objective**

- To protect natural biodiversity along with its ecological structure and supporting environmental processes, and to promote education and recreation.

### **Other objectives**

- To manage the area in order to perpetuate, in as natural a state as possible.
- To maintain viable and ecologically functional populations and native species at densities sufficient to conserve ecosystem integrity and resilience in the long term.
- To contribute in particular to conservation of wide-ranging species, regional ecological processes and migration routes.
- To manage visitors, use for inspirational, educational, cultural and recreational purposes at a level which will not cause significant biological or ecological degradation to the natural resources.
- To take into account the needs of indigenous people and local communities, including subsistence resource use, in so far as these will not adversely affect the primary management objective.
- To contribute to local economies through tourism.

### **Distinguishing features**

- The area should contain representative examples of major natural regions, and biological and environmental features or scenery, where native plant and animal species, habitats and geodiversity sites are of special spiritual, scientific, educational, recreational or tourist significance.
- The area should be of sufficient size and ecological quality so as to maintain ecological functions and processes that will allow the native species and communities to persist for the long term with minimal management intervention.

## ***Sustainable Driver Policy***



Shanti travel is committed to creating a totally ecological journey, for that purpose the selection of our drivers will have to be based on obligations and duties explained in this document. As a local agency, we will prioritize independent and local drivers in order to support the island where we operate.

**In case a new package is developed different modes of transport are considered and that based on sustainability, price and comfort, a motivated decision is made.**

### ***Responsible/sustainable Tourism policy***

- The driver needs to attend sustainable training provided by the company.
- The driver will be asked to show evidence that he is following the policy and training.
- Environmental behavior
- The driver has to review his actions / behavior while working last year and propose improvements. Concrete actions need to be decided.

### ***Gasoline / Pollution***

- The driver has to drive smoothly in order to reduce gasoline consumption.
- We don't let the car on while waiting in a parking lot or waiting for travelers.
- The car has to be checked every semester to avoid extra pollution.

### ***Water***

- Each driver has to come to the office to pick up a gallon of 19L. Travelers have a Shanti bottle which will be refilled with the gallon. NO bottle of plastic should be given.
- If the gallon is empty the driver has to come to the office to take a new one. If the driver is too far from the office, he can stop to buy one and will be refunded or he can stop at the hotel partners of Refill My Bottle (which is already the case in most of our hotels).

## ***Waste***

- All waste should be kept by the driver and given to the hotels in the evening so they can recycle them.
- No waste can be put in public trash.
- The driver is responsible for guest waste. They cannot put them on the floor / nature. You are allowed to remind the guest that we cannot have such behavior and let us know in order to contact them.

## ***Child, compulsory labor and sexual exploitation***

- We allow or tolerate no child prostitution at the premises and facilities of subcontracted accommodations or services. Shanti Travel will end the contractual agreement prematurely if the Driver does not take adequate measures to prevent sexual exploitation of children. You have to contact us immediately.

## ***Customer Communications***

- Drivers must inform travelers of the behavior they must adopt in terms of sustainable development but also with locals

## ***Restaurant and other stops on the road***

- You are allowed to stop for lunch in the restaurants you want in order to make sense with the daily activities. But you have to choose restaurants which are doing efforts to respect the environment. Restaurants need to recycle their waste, employ local people and respect Bali sustainable policy (no plastic straw or bags).

## ***Use of transport***

- Travelers are mostly using the car (especially in Bali). Electric cars are not yet available in Indonesia.
  - Traveling inside an island : the preferred transport mode is the car or the train whenever possible (ex: Yogyakarta-Surabaya)
  - Traveling outside an island :
    - To reach remote islands which are less than 3h by boat (100Km), travelers are taking the boat (ex: Bali-Lombok).
    - To reach remote islands which are above 5h of drive (300Km) / 3h of boat (100Km), travelers will take the plane (ex: Bali-Komodo).
- When possible the train will be used instead of the plane and the car to reduce as much as possible travel emissions.
- When offered by the accommodation, our travelers use car-sharing shuttles to get to the airport
- In general, more sustainable alternatives are always taken into account

## ***Safety Policy – Drivers / Bus and coach***

The following policy is important and mandatory for all drivers handling Shanti Travel guests. It includes private transportation during the tour, transfers in and out the airport and all activities with such a vehicle.

### ***Legal / Admin rules***

- Drivers need to be working for a company. We cannot work with independent drivers.
- Company must be administratively legal and following the government laws.
- As required by the law, all vehicles must be covered by an insurance.
- As required by the law, all vehicles must be covering their passengers in case of accident.

### ***Vehicles' rules***

- The vehicles are following the safety regulation
- Vehicles must be checked before each tour (pressure of tires, breaks, etc.)
- Each vehicles must have an aid kit and fire extinguishers ready to use.
- All vehicles must be cleaned after each tour.

### ***Drivers' rules***

- All drivers hold the appropriate licenses for the type of vehicle they are responsible for and licenses will be check at each driver training (twice a year)
- Drivers do not use any alcohol or any illegal substances while on the job.
- Driving hours do not exceed 9 hours per day.
- Drivers receive 45 minutes of rest for every 5 hours of driving.
- Drivers never use a mobile phone while driving.
- Drivers respect all local traffic regulations, signage, and speed limits.
- Drivers/captains are responsible for safe-guarding client property while on duty.
- Drivers must switch off air conditioning when windows are open and/or when windows are open while clients are not in the vehicle.

# ***Sustainable Accommodation Policy***



Shanti travel is committed to creating a totally ecological journey, for this new production the selections of our accommodations will have to be based on obligations and duties explained in this document. As a local agency, we will prioritize locally-owned, independent accommodation providers and avoid the big chains in order to support local employment. We also give the preference for the hotels which are sustainability certified or at least having sustainability practices within the hotel operation.

## ***Responsible/sustainable Tourism policy***

- The accommodation needs to have a responsible tourism policy
- The accommodation needs to be able to provide evidence to show they are adhering to their policy.

## ***Environmental management***

- Accommodation had to complete an initial assessment of their environmental impacts identifying opportunities for improvements and setting priorities for action.
- Accommodation staff need to be educated about the goals and activities through meetings, memos, incentive programs, performance reviews etc.

## ***Energy***

- Accommodation has a member of staff been designated to monitor performance continually and set realistic targets based on the results.
- Accommodation has put measures in place to ensure that the energy supply of the hotel does not impact the energy of local residents.
- Accommodation has to have a towel reuse / bed linen changing program.

## ***Water***

- Accommodation must have initially assessed that the main areas of water consumption can be identified and an action plan for savings can be created.



## **Waste**

- Accommodation has done an audit to identify what waste they create e.g. paper, plastic, aluminum, glass etc. and to see which departments are responsible for the waste and how it is currently disposed of.
- Procedures have to be now in place in the accommodation to reduce or reuse the waste where possible e.g. providing the relevant recycling bins in each department, buying in bulk, buying products with less packaging.
- Accommodation has replaced disposable with reusable ones e.g. refillable soap and shampoo containers, cloth laundry bags, rechargeable batteries etc.

## **Purchasing**

- The accommodation has to use local suppliers.
- The accommodation and its direct service providers do not promote souvenirs or food which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artifacts (except as permitted by law).
- The accommodation can also produce local souvenirs during the low season to assure yearly employment of the staff and sell it during the high season. If the accommodation is already doing it, please inform your Shanti Travel responsible, in order to add it in our guest proposal.

## **Staff Issues**

- Accommodation has to make sure that all staff are being treated well and paid a fair wage as everybody has the right to decent working conditions.
- Child, compulsory labor and sexual exploitation is not tolerated
- The supplier allows or tolerates no child prostitution at the premises and facilities of subcontracted accommodations. Shanti Travel will end the contractual agreement prematurely if the Accommodation does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).
- The Accommodation does not contract directly or indirectly with children aged < 14 years old to complete work which is normally undertaken by adults. There are special working times and conditions for children (< 14 years old) working within the accommodation, in accordance with the UN Convention on the Rights of the Child and/or the [ILO convention 138](#).

## **Customer Communications**

- Accommodation must inform travelers of the behavior they must adopt in terms of sustainable development but also with locals

## **Community Support**

- The accommodation providers should be actively supporting initiatives for community development in their area.

- The accommodation is mostly using locally produced goods that support local art and architecture, respecting the intellectual property rights of local communities.

### ***Local and fair food***

- Preference is given to accommodations that offer homegrown organic food, produced in accordance with principles of fair trade and sustainability
- The accommodation shall actively choose/offer locally produced, fair trade and organic food.

### ***Biodiversity***

- The accommodation provider shall minimize their negative impact on the environment
- The accommodation provider shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment
- The accommodation provider shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment
- The accommodation provider shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or disposal;
- Waste of all types shall be reduced to the greatest extent possible by the accommodation provider
- The accommodation provider does not promote souvenirs or food which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artifacts (except as permitted by law).

### ***Transfer in/out***

- When offered by the accommodation, our travelers use car-sharing shuttles to get to the airport
- We favor the use of accommodation car sharing shuttles for transfers in/out to the airport

In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.

### ***Joint Sustainability Initiatives***

Shanti Travel is committed to actively promoting sustainability across the accommodation sector. When possible, we will participate in or organize joint initiatives—locally, nationally, or internationally, together with our accommodation



partners and other relevant stakeholders. These initiatives may include training sessions, awareness campaigns, collaborative improvement programs, or industry events aimed at advancing sustainable practices within hospitality.

# Destination Policy

## Purpose

This Destination Policy defines the principles, responsibilities, and commitments that guide our operations and partnerships in destination markets. It ensures that our activities reflect our values and contribute positively to local communities, environments, and stakeholders.

It outlines how we select, evaluate, and manage travel destinations in alignment with our Travelife commitments, to support environmental sustainability, community wellbeing, and ethical business practices.

## Scope

This policy applies to all Shanti Travel teams, collaborators, and service providers involved in the design, delivery, and management of destination experiences.

### 1. Ethical Commitment to Destinations

- We respect the culture, heritage, and identity of each destination.
- We promote meaningful, respectful interactions between travelers and local communities.
- We avoid contributing to over-tourism and promote equitable distribution of tourism flows.

### 2. Social and Economic Responsibility

- We prioritize partnerships with local suppliers and service providers to stimulate local economies.
- We encourage fair labor practices and support the creation of decent jobs in the tourism sector.
- We promote and support community-led initiatives that bring net positive benefits to local residents.

### 3. Environmental Responsibility

- We promote low-impact tourism practices to reduce our environmental footprint.
- We prioritize sustainable transport, accommodations, and experiences.
- We collaborate with local stakeholders to protect natural ecosystems and minimize waste, emissions, and resource overuse.

#### 4. Transparency and Integrity

- We communicate honestly about our travel experiences and set realistic expectations.
- We reject “greenwashing” and ensure accurate representation of our sustainability efforts.
- We ensure that all partnerships comply with applicable local and international laws and standards.

#### 5. Safety and Risk Management

- We evaluate and monitor potential risks in each destination, applying appropriate safety protocols.
- We provide clear and accurate safety information to travelers, staff, and partners.
- We comply with official political, environmental, and health advisories and adjust our operations accordingly.

#### 6. Continuous Improvement

- We regularly assess and refine our destination practices based on feedback from travelers, communities, and partners.
- We invest in training and awareness-raising for our teams and suppliers to ensure compliance with this policy.
- We collaborate with industry peers and stakeholders to exchange best practices and foster collective responsibility.

# Destination Management Principles

## 1. Sustainable Destinations

When selecting new destinations, we prioritize:

- Sustainable urban development (e.g., walkable cities)
- Efficient waste and water management
- Community involvement in tourism planning
- Dispersed visitor flows to avoid over-tourism
- Low-carbon transportation options

👉 *Example: We promote destinations such as West Java, where travelers can access the area by train—encouraging the use of lower-carbon transportation options in Indonesia.*

## 2. Unsustainable Destinations

We avoid promoting destinations where tourism leads to:

- Long-term damage to biodiversity, ecosystems, or communities
- Lack of access to basic services such as clean water, energy, or healthcare
- Human rights abuses

If we choose to operate in such areas, we implement mitigation measures such as:

- Supporting conservation or waste management programs
- Partnering with NGOs or social enterprises
- Promoting regenerative tourism models

👉 *Example: In over-touristed areas, we support local NGOs restoring habitats and promote community-based tourism initiatives.*

## 3. Accessible Destinations

We assess physical, geographic, and economic accessibility in our destination planning. We:

- Favor low-impact transport options
- Design experiences inclusive of travelers with reduced mobility or special needs

👉 *Example: We support initiatives such as Ludus Lab in Singapore, which designs and delivers inclusive adventures that make travel and learning accessible to all—empowering both abled and differently-abled individuals.*

## 4. Compliance with International Sanctions

We fully comply with:

- UN, EU, UK international sanctions
- Internal due diligence on suppliers, partners, and financial transactions
- Ongoing training and compliance monitoring

👉 *We do not operate in destinations under sanctions unless confirmed as legally permissible and safe.*

## 5. Strengthening Local Economic Networks

We promote local economies by:

- Partnering with locally owned businesses
- Encouraging supply chains that use local food, crafts, and services
- Supporting short supply chains (e.g., farm-to-table, artisan cooperatives)

👉 *Example: In Bali, our tours include cooking classes with women's cooperatives and visits to local artisans.*

## 6. Policy Advocacy and Governance

Where relevant, we collaborate with:

- Local authorities, tourism boards, and community leaders
- Responsible tour operators, NGOs, and civil society groups
- Multi-stakeholder platforms for sustainable tourism

We advocate for:

- Responsible destination planning and management
- Balanced use of natural resources based on carrying capacity
- Conservation of cultural and natural heritage

## 7. Biodiversity Conservation

We support biodiversity by:

- Designing itineraries that showcase and protect natural habitats
- Donating a portion of profits or fixed contributions to conservation groups
- Employing eco-guides and organizing reforestation or habitat restoration activities
- Participating in collaborative initiatives for wildlife protection

## Monitoring & Review

This policy is reviewed annually and embedded into:

- Product development workflows
- Supplier and destination assessments
- Training programs for staff and partners

# Sustainable Purchasing Policy

## Purpose

At Shanti Travel, we believe that our purchasing practices directly reflect our values and long-term sustainability objectives. Our commitment to responsible procurement is a crucial component of our mission to minimize negative environmental and social impacts while maximizing positive outcomes for local communities and ecosystems.

## Scope

This policy applies to all employees involved in purchasing goods or services across our offices and operations. It aims to provide clear guidance to ensure that our purchases support ethical, sustainable, and local supply chains while considering necessity, longevity, environmental impact, and social responsibility.

## 1. A conscious and necessity-based approach to purchasing

Before any product or service is acquired, we commit to asking a series of questions to assess whether the purchase aligns with our sustainability goals:

- Is the product essential, or can the need be met in another way?
- Is there an option to lease, borrow, or share instead of buying?
- Is the product durable, reusable, and easy to repair, or is it disposable and short-lived?
- What is the environmental impact of the product in terms of manufacturing, transport, packaging, and waste?
- Can this product be sourced locally from suppliers who share our values?
- Is it possible to group this order or buy in bulk to reduce transportation and packaging impact?

If the answer to any of these considerations suggests a more sustainable or alternative option, we commit to exploring it before proceeding with the purchase.

## 2. Preference for ethical, sustainable, and local suppliers

Shanti Travel prioritizes working with suppliers who can demonstrate their commitment to sustainability. Preference is given to:

- Locally owned businesses
- Suppliers with credible sustainability certifications, labels or policies

- Producers who support fair wages, safe working conditions, and inclusive employment
- Providers who reduce or eliminate single-use packaging
- Vendors who minimize energy, water, and chemical use in their production processes

We aim to foster long-term partnerships with like-minded suppliers, supporting local economies and encouraging positive change across our supply chain.

👉 *Example: We purchase our cleaning products from Bresih Bali, a local supplier offering biodegradable and non-toxic alternatives. This supports both our commitment to local sourcing and reducing harmful chemical use.*

### 3. Reducing waste and packaging

Our purchasing decisions will be guided by the objective of minimizing waste at every stage. We aim to:

- Purchase in bulk when possible to reduce packaging
- Avoid individually wrapped or heavily packaged products
- Request suppliers to eliminate unnecessary wrapping and avoid plastic packaging
- Favor refillable, returnable, or reusable packaging options

Internally, departments are encouraged to share resources to avoid duplicate purchases and excess inventory. Items no longer needed should be reused, repurposed, or donated before being discarded.

👉 *Example: We purchase in bulk quantities items such as reusable bottles, bamboo straws, and sarongs that are included in guest welcome gifts, significantly reducing excess packaging and shipping frequency.*

### 4. Energy-efficient and environmentally friendly equipment

When acquiring new office equipment, technology, or vehicles, we commit to choosing the most energy-efficient and environmentally friendly options available. This includes:

- Prioritizing items with strong energy efficiency ratings
- Avoiding products containing harmful refrigerants or chemicals



- Selecting the most modern and sustainable technology when available, balancing price, durability, and environmental performance
- Choosing suppliers who are transparent about the lifecycle impact of their products
- Outdated but functional equipment will be repaired, donated, or repurposed when possible.

👉 *Example: We have equipped 100% of our offices with LED lighting, chosen for their durability and energy efficiency. These were selected as the best long-term option for low energy consumption and reduced maintenance.*

## 5. Documentation and accountability

All major purchasing decisions must be documented with clear reasoning behind the choices made, especially when comparing suppliers, evaluating environmental certifications, or justifying exceptions to this policy. Shanti Travel will track and review purchasing practices to identify areas of improvement and measure progress.

## 6. Training and awareness

All staff involved in procurement must receive initial and regular training to understand and apply this policy effectively. Employees are encouraged to stay informed about evolving best practices in sustainable purchasing and to suggest new solutions and improvements.

👉 *Example: The sustainable purchasing policy is shared and discussed during our annual staff sustainability training, helping ensure everyone understands its practical application and feels involved in improving our practices.*

# Shanti Travel - Ethical Code

## Purpose & Scope

At Shanti Travel, we are committed to acting fairly, transparently, and responsibly in all our activities – with our clients, partners, employees, and suppliers. This ethical code applies to all staff, regardless of role or level.

## 1. Zero tolerance for corruption & bribery

We strictly prohibit any form of bribery, corruption, or facilitation payments.

This includes:

- Offering or accepting money, gifts, or services to influence decisions.
- Asking for favors in return for business advantages.
- Making unofficial payments to speed up procedures.

Only modest, transparent gifts (non-cash) or hospitality may be offered or accepted, and only when compliant with local laws and with prior approval from management.

## 2. Fair competition

We do not participate in any form of anti-competitive behavior such as:

- Fixing prices or secretly agreeing with competitors
- Coordinating bids like trying to block or harm other local travel companies
- Dividing customers or markets

All collaboration with competitors is limited to sustainability goals or local destination development.

## 3. Respect privacy of client and partner data

You may have access to personal data (passports, contacts, health info, etc.). This is confidential. During your employment period and at all times thereafter, you are obliged to maintain the confidentiality of company information and personal data in accordance with the provisions of Law no. 27 of 2022 concerning Protection of personal data and must not share it, unless permitted by the Company, disclose any information regarding business practices, financial affairs, and/or other information of a confidential nature relating to the Company or related or associated companies, or regarding other matters that you may become aware of during your work.

You shall not use or attempt to use any such information in any manner which may injure or cause loss either directly or indirectly to the Company or any of its related or associated companies.

#### **4. Professional conduct & conflict of Interest**

- If you notice something unethical – favoritism, unfair deals, misuse of money, etc. you can report it to the General Manager for Indonesia office, confidentially.
- Harassment prohibition: Shanti Travel is committed to providing a safe and respectful workplace for all employees. Any form of harassment, including but not limited to sexual harassment, is strictly prohibited. All reports of harassment will be taken seriously and handled with confidentiality and sensitivity, in line with Shanti Travel's policies and applicable laws.

If you believe you're a victim of harassment, you are encouraged to report the incident as follows:

- First, to your immediate supervisor.
- If you do not feel comfortable doing so, you may report it to the General Manager (GM).
- If you are still uncomfortable, you can escalate the matter to the HR department for the Group or any other person of your choice who will relay the information appropriately.

#### **5. Work with integrity**

- Be respectful, and treat colleagues equally
- Follow safety, sustainability, and HR rules
- Don't misuse company resources or claim false expenses

#### **6. Compliance with sustainable policy**

- You are required to familiarize yourself with and adhere to the guidelines outlined in the company's "Sustainable Policy." This policy is detailed in a separate regulation document.
- The Sustainable Policy outlines Shanti Travel's commitments and practices to promote environmental, social, and economic sustainability. Employees are expected to actively contribute to these goals through their daily work and decision-making.

- Any questions or clarifications regarding the Sustainable Policy can be directed to the HR department or the designated Sustainability Officer.