



Sustainability policy of Travel Neutral Collective

Scope

This policy will apply to all operations, from management to the executive level of our company. Staff, suppliers, and partners are expected to fully uphold objectives under this policy whenever possible within prevailing budgets.

The Sustainability Coordinator is responsible for implementing the company's sustainability policy.

Sustainability management & legal compliance

Travel Neutral Collective commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

Travel Neutral Collective follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

We recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:

- Legal compliance in all regards
- A safe, healthy, and welcoming workplace
- Fair contract conditions including fair compensation
- Training opportunities including trainings on topics of sustainability, sexual harassment and
- exploitation in the workplace and in the industry
- Participation in the sustainability planning activities
- Inclusion and equal opportunity for all employees, particularly with regard to compensation,
- promotion, distribution of benefits, and professional development opportunities.

Travel Neutral Collective supports both career-related and job-related professional development activities.

Travel Neutral Collective is committed to the principle of fair and equal pay for like work and for work of equal value for all its employees, and contractors, regardless of gender/sex, race, national origin, marital status, age, religion.

Travel Neutral Collective is committed to fostering a safe, healthy, and inclusive work place/work culture where all employees are able to perform their duties/to recognise their potential.



Travel Neutral Collective is committed to a zero-tolerance policy for acts of bribery, corruption, discrimination, and violation of human rights, including forced labour, human trafficking, and all rights of children.

Travel Neutral Collective further expects this commitment from all partners and suppliers.

Internal management: environment

Environmental management of office operations

Travel Neutral Collective is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:

- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

Travel Neutral Collective is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:

- Reduce the amount we travel as much as possible
- Monitoring and measure measuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
- Encouraging remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
- We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use.
- Implementing procedures such as offering incentives such as bike rental stipend and showers.
- Installing energy efficient equipment and appliances [where appropriate/possible]

Land use

Travel Neutral Collective offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design.

General suppliers policy

Travel Neutral Collective is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect the same level of engagement and commitment from our suppliers.



Travel Neutral Collective prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written sustainability statement as an integral part of their business policy and/or a clear sustainability policy in place.

Travel Neutral Collective prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.

Whenever possible, Travel Neutral Collective prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like BCorp or ISO.

Travel Neutral Collective offers incentives for partners that are actively engaged in sustainable operations.

Travel Neutral Collective expects its suppliers to adhere to a Code of Conduct that includes the following responsible business practices:

- Complying with all local, regional, national and international regulations
- Respecting all human rights including labour rights, children's rights, and women's rights
- Committing to fair employment conditions
- Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
- Protecting children from (sexual) exploitation through tourism
- Protecting the environment and natural resources
- Acting in the best interest of local communities
- Protecting the interests of Travel Neutral Collective

Our complete supplier Code of Conduct is available here: <https://travelneutral.travel/policies>.

Following a zero-tolerance policy,

Travel Neutral Collective will immediately terminate any relationships with suppliers that violate our policies/the Code of Conduct specifically through acts of bribery, corruption, discrimination, and violation of human rights.

Travel Neutral Collective raises awareness amongst its suppliers to adopt sound social and environmental practices, and to minimise their carbon footprint.

Travel Neutral Collective actively collaborates with suppliers to improve their sustainability performance.

We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.

Travel Neutral Collective maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability.

Inbound partner agencies

Travel Neutral Collective only works with partner agencies that adhere to the company's Code of Conduct.



In the entire process of developing and operating our travel packages, Travel Neutral Collective expects partner agencies to act in the best interests of the surrounding communities and environment as well as our guests.

Travel Neutral Collective provides partner agencies opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Accommodations

Travel Neutral Collective only works with accommodations that adhere to the company's Code of Conduct.

In the accommodation selection process, Travel Neutral Collective considers the sustainability practices of an accommodation by taking into account their sustainability management and social and environmental footprint.

Travel Neutral Collective favours the selection of accommodations that respect and protect land use, as well as respectfully highlight elements of local architecture, customs and traditions

Activities & Excursions

Travel Neutral Collective only works with excursion providers that adhere to the company's Code of Conduct.

All excursions and activities run by or on behalf of Travel Neutral Collective respect local customs, traditions, cultural integrity, and natural resources.

Travel Neutral Collective commits to not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.

Travel Neutral Collective gives preference to excursions and activities that benefit local communities, respect animal welfare and support environmental protection.

Travel Neutral Collective has clear guidelines/Codes of Conduct in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests as well as distributed and implemented by excursion providers and guides.

Travel Neutral Collective provides excursion and attraction providers opportunities for sustainability learning and management, including free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

Travel Neutral Collective commits to hiring qualified local guides, porters, drivers or other local staff, paying them living wages and providing safe and fair working conditions. We expect the same from our suppliers that are hiring local staff on behalf of Travel Neutral Collective.

Travel Neutral Collective understands that guides are the intermediaries between the guests and the socio- cultural and environmental context of the destination, conveying the appropriate behaviour to them.

Therefore, we make sure that all guides hired by or leading tours on behalf of Travel Neutral Collective are trained regularly and knowledgeable in the sustainability topics of the destination.



Our guides are specifically trained on the critical issue of sexual exploitation of children in tourism.

Travel Neutral Collective provides guides with learning opportunities on sustainability topics including providing free access to the Travelife online learning platform.

Product information

- Product and price information is clear, complete and accurate with regard to products and services, including sustainability claims.
- Such materials should therefore provide accurate product information reflecting real life conditions and sustainability related details to enable the customer to make informed choices.
- Images shown in marketing communications should be professional and accurate and respectful of intellectual property.
- Information must be and consistent, with environmental and cultural impacts acknowledged/outlined (e.g., GHG/carbon emission levels).

Destinations

Sustainable destinations

Travel Neutral Collective prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.

Travel Neutral Collective aims to send visitors to secondary or lesser-known tourist areas to avoid overtourism.

Travel Neutral Collective does not support destinations that have a questionable human rights track record.

Contribution to local communities / local economic network

Travel Neutral Collective commits to positive contribution to the destinations in which we operate, by:

- Sourcing locally and responsibly, and supporting local and traditional arts and culture
- Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
- Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
- Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

Travel Neutral Collective commits to environmental stewardship in the destinations in which we operate by:

- Ensuring natural resources remain intact
- Educating guests about the principles of responsible travel and responsible visitor behaviour

Contact / Responsible person



All staff are responsible for the ownership and undertaking of this policy.

All staff are responsible for the promotion and implementation of this sustainability policy within their departments.

The implementation of this policy will be lead by the Sustainability Coordinator, who can be reached at hello@langthang.travel.

Effective date

This policy is effective from 30/6/2023.

Revision history

This policy will be revised by 30/6/2025

Tuan Q Pham