1.6 SUSTAINABILITY POLICY

1. Purpose

Pacific Leisure (Thailand) Ltd. recognises the importance of responsible and sustainable tourism. The company aims to reduce negative impacts and enhance positive impacts arising from its activities on the environment, society, culture, and local economy, while also giving appropriate attention to the health, safety, and well-being of its employees.

This Sustainability Policy provides a framework for the company's operations and decision-making and guides the company's work with employees, customers, suppliers, service providers, and business partners.

2. Sustainability Management

The company manages sustainability in a manner appropriate to its size, structure, activities, and business operations. A Sustainability Coordinator (SC) is appointed to coordinate, monitor, and support the company's sustainability activities.

The company will periodically review its sustainability performance and relevant sustainability issues in order to identify appropriate improvements and objectives.

3. Internal Management

The company promotes the efficient use of resources and seeks to reduce the environmental impacts of its office operations, with particular attention to:

- reducing paper use and promoting digital documents;
- using electricity and water responsibly;
- reducing and separating waste where practical;
- reducing unnecessary use of chemical products; and
- complying with relevant environmental requirements of the building and workplace.

Employees are encouraged to participate in practical sustainability actions in their daily work.

4. Social Responsibility, Human Rights, Health and Safety

The company respects human rights and treats employees fairly and with dignity, without discrimination on grounds unrelated to work performance.

The company gives appropriate attention to:

- a suitable working environment;
- employee health and safety;
- accident prevention and emergency preparedness;
- respect for the rights and dignity of employees; and
- compliance with applicable labour laws and requirements.

Relevant guidelines and requirements are communicated to employees as appropriate.

5. Environment and Local Communities

The company promotes responsible tourism that respects the environment and local communities. Environmental and social impacts are considered when designing and arranging tourism activities.

The company seeks to:

- promote responsible visits to natural and cultural attractions;
- respect local rules, regulations, communities, and customs;
- reduce negative impacts on the environment and biodiversity;
- support local products, services, and community-based activities where appropriate; and
- provide customers with information and guidance on responsible travel.
- Support local products, services and activities that benefit local communities, including promoting employment opportunities for local people whenever appropriate.

6. Suppliers and Business Partners
The company considers relevant sustainability issues when selecting and working with service providers and business partners involved in its tourism services, such as transportation providers, accommodation providers, tourism activity providers, tour guides, and Local Ground Operators.

The company gives preference to qualified local tour guides, tour leaders, representatives, coordinators and service providers when their skills, knowledge and experience are appropriate for the job and tourism activities. This approach aims to support local employment, generate income and contribute to economic benefits within local communities.

Where relevant, the company communicates its sustainability expectations to suppliers and business partners, including:

- compliance with applicable laws and requirements;
- health and safety;
- respect for local communities, culture, and human rights;
- reduction of environmental impacts; and
- responsible treatment of animals.

7. Destinations and Tourism Activities
The company promotes tourism that respects nature, local culture, traditions, and the way of life of local communities.
When designing and arranging tourism activities, the company seeks to avoid activities that may cause significant negative impacts on the environment, communities, culture, or animal welfare, and considers the suitability and safety of activities for customers.
Customers are provided with appropriate information about destinations, responsible behaviour, and relevant precautions.

8. Customers and Communication
The company provides customers with relevant sustainability information before and during their trips, as appropriate. Information may be communicated through tour programmes, travel information, digital channels, or guidance from tour guides.
Information may include:

- nature and the environment;
- local culture and cultural heritage;
- respect for local communities and attractions;
- responsible travel practices; and
- health and safety information relevant to the activities.

The company avoids making exaggerated or misleading sustainability claims.

9. Objectives and Continuous Improvement

The company has set measurable sustainability targets that align with its business operations as follows:

1. **Reduction of Paper Use:** Promote digital document usage in the office to at least 80% within 6 months.
2. **Efficient Resource Use:** Reduce office water and electricity consumption by at least 5% within 12 months, compared to the average prior to implementation.
3. **Sustainability Knowledge Development:** Conduct training or provide sustainability education to at least 20 employees and 20 tour guides within 6 months.
4. **Partner Collaboration:** Require at least 5 key suppliers to complete a sustainability self-assessment and sign an acknowledgment of the company's sustainability policy within 6 months.

5. **Promotion of Responsible Tourism:** Consider environmental, community, cultural, and animal welfare aspects in the selection of at least 5 key suppliers within 12 months.
6. **Customer Communication:** Prepare and publish information or guidance on responsible tourism via the company's website or social media channels at least 6 times per year.

The company will monitor performance and review these targets at least once a year to ensure continuous improvement in its sustainability performance.

10. Approval and Management Commitment

This Sustainability Policy is approved by senior management. The company will support its implementation in a manner appropriate to its available resources, size, and business operations.

Approved by: Mrs. Watana Limnararat **Signature :** 

Position: Managing Director

Date: 1 August 2026