



Recommended Best Practices for Partner Agencies.

The Supplier shall be licensed and comply with all legal requirements under Thai law.

The supplier shall not engage in any illegal or corrupt activities in any area of its business activities, in line with our own Legal Obligations declaration.

The Supplier shall actively minimise energy and water consumption, e.g., by implementing energy and water management programmes in its premises and throughout its operations. The use of chemicals known to cause damage or pose risks to health and/or the environment shall be minimised.

The Supplier shall monitor and control the volume of waste produced and ensure it is recycled and/or disposed of responsibly. The Supplier shall ensure that all water discharged from the business meets national regulatory standards.

Records of all waste must be kept so targets for reduction can be set.

The Supplier shall respect national and international laws and regulations as well as good ethics concerning human rights, including employment/workers' rights, the rights of children and women and the rights of indigenous people.

The Supplier shall avoid and combat any discrimination based on gender, age, nationality, religion, race, tribe, caste, social background, disability, membership of workers' organisations, political affiliation, sexual orientation or any other personal characteristics.

The Supplier shall comply with local employment legislation and ensure that employees are paid at least a living wage or a wage equal to the national legal minimum wage and meet all legal obligations to protect the welfare of its staff.

The Supplier shall ensure that all employees are free to enter into and terminate their employment without penalty in accordance with the employment contract.

The Supplier shall not employ children to complete work which is normally undertaken by adults.

The Supplier shall ensure that any employed person aged 14 or under is granted full protection and special working conditions in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138 as well as local legislation (e.g., favourable working times and conditions of work specifically designed to protect them).

The Supplier shall ensure that children are protected against sexual exploitation at any time or place and that the Supplier and its employees follow the Child-Protection Code against sexual exploitation of children. Any suspicious behaviour from persons on the premises or on tour shall be reported to the local authorities.

The Supplier shall ensure that its activities do not jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil of any communities with which it works or of neighbouring communities.

The Supplier shall not sell or promote souvenirs which contain historic and archaeological artifacts, except as permitted by law.

The supplier shall inform clients of all relevant information regarding the sustainably considerations of the places they visit and the activities they engage in as well as the appropriate codes of conduct on the part of the clients, as provided by us.

Sensitive excursions.

Before offering any type of sensitive excursion be aware of the issues.

Types of sensitive excursions: captive animals, indigenous communities, culturally or environmentally sensitive locations, national parks.

Points to consider:

What are the issues? Why is it sensitive?

Under what circumstances can you offer such a program?

Advice for guests (concrete advice – what to do to have lower impact/increase benefit)

Advice for guides (specific advice on how to prepare guests and work as a good team with local people, etc.)

Advice for Sales (specific advice on how to communicate the issues to clients)

The Supplier shall not offer excursions that harm people or cultures and shall operate any socio-culturally sensitive excursions based on (Travelife) codes of conduct in order to minimise any negative impacts of visitors.

The Supplier shall limit its negative impact on local and global biodiversity wherever feasible, for example not including any species of wildlife on any menu or selling or promoting souvenirs made from species of wildlife.

The Supplier shall not offer excursions that harm plants, animals, ecosystems or natural resources, and shall operate any environmentally sensitive excursions based on (Travelife) codes of conduct in order to minimise negative visitor impact.

The Supplier shall ensure that any (captive) animals owned by the business and/or included in any tour programme have been acquired legally and in accordance with CITES. Any captive animals shall only be kept by those authorised and suitably equipped to house and care for them humanely as outlined in the Travelife Animal Handbook.

The Supplier shall ensure that wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.

The Supplier shall ensure that excursions which include interactions with wildlife comply with relevant (e.g., Travelife) codes of conduct. Taking into account cumulative impacts, activities shall not lead to any adverse effects on the viability and behaviour of populations in the wild. Any disturbance of natural ecosystems shall be minimised, rehabilitated and compensated by a contribution to conservation management.

The Supplier shall annually report to the tour Operator on its sustainability performance and progress by means of self-assessment. The Supplier shall complete the self-assessment forms fully and accurately.

The Supplier shall, as far as is practicable, work with accommodation providers who are committed to operating in a sustainable way and are working towards adherence to our Recommended Sustainability Best Practices for Accommodation Providers.