

SUSTAINABILITY POLICY'S IMAGE TRAVEL & EVENTS

MISSION

IMAGE Travel & Events is always committed to organizing sustainable trips, providing eco-friendly activities, and preserving the environment while boosting the local economy where travelers visit and stay. This aims to foster community development, contributing to an improved quality of life for the local residents.

VISION

Embracing sustainable tourism as our standard, we consistently integrate environmentally-friendly activities, promote cultural heritage preservation, connect with local communities, safeguard children, and instigate positive societal change into our programs. Through responsible and sustainable travel experiences, we aspire to inspire all participants to understand and work towards a more sustainable, beautiful, green, and clean future.

SUSTAINABILITY MANAGEMENT

IMAGE Travel & Events strictly adheres to legal regulations and establishes preventive measures against any actions that may lead to violations. We continuously monitor the activities of both organizations and individuals providing services. In the event of any violation, we will terminate the contract immediately. This is clearly stated in the Contract Appendix upon signing.

Key Elements in the Policy:

- Appoint a dedicated coordinator responsible for sustainable development, overseeing tasks of employees, and taking actions together towards sustainable goals.
- Provide financial support and create conditions for implementing the company's sustainability strategies, including remote work, video/phone conferences, etc.
- Train key/essential staff on sustainability through reputable platforms like Travelife.
- Regularly update all members of the company on sustainability issues through collective meetings.
- Participate in environmental protection events and forums, contribute financially, and support community projects.
- Collaborate with relevant parties and share sustainable activities towards innovative solutions.
- Utilize media and events to exchange experiences on sustainable travel and lifestyle.
- Actively seek and collaborate with like-minded suppliers in pursuit of sustainable tourism, including hotels, restaurants, and tour destinations.

1. SOCIAL AND HUMAN RIGHTS POLICY

IMAGE Travel & Events consistently respects the opinions and rights of its employees. All practices are clear, law-abiding, ensuring a safe, healthy, and friendly work environment. Prioritizing fairness, we promote training opportunities for employees to enhance their professional expertise.

IMAGE Travel & Events is committed to safeguarding employees, taking strict measures against cases of harassment and exploitation in the workplace. The company stands firm against bribery, corruption, discrimination, coercion, human trafficking, and child exploitation.

Policy Elements:

- Respect democratic freedoms, encourage employees to express their opinions in meetings.
- Avoid unreasonable constraints on labor contracts. Employees have the right to terminate the contract if the company violates their rights. However, notice periods and leave must adhere to current labor laws.
- The company ensures that all employees are paid at or above the regional wage level.
- All company employees are entitled to maternity leave and parental leave.
- Adherence to annual holidays, sick leave, health insurance, etc., in accordance with legal regulations.
- Commitment to providing equal job opportunities for all employees, without discrimination based on race, skin color, religion, gender, age, disability, etc.
- Formal procedures for handling complaints through the company's complaint form.
- Formal procedures for handling disciplinary actions through the company's disciplinary process.
- Provide part-time employment opportunities for workers in special and urgent circumstances.

- Measure and monitor employee satisfaction regularly through employee satisfaction surveys.
- Invest in training and development for employees through access to professional training and workshops, online courses, and real-life tours.
- Provide internship programs for students to gain experience in the fields of tourism and marketing.

2. ENVIRONMENTAL PROTECTION

IMAGE Travel & Events actively implements environmental protection measures, saving energy and water, and minimizing carbon emissions. All of these practices are integrated into both the company's operations and the design of travel tours for customers.

Our company prioritizes the purchase of energy-efficient equipment and products, utilizes solar energy, employs energy-saving lighting systems, emphasizes natural light utilization, and uses water-saving fixtures and systems. Additionally, we encourage employees to use bicycles or public transportation, set computers to sleep mode when not in use, and turn off lights when leaving a room, unplug electronic devices when not in use. Through these actions, we aim to reduce energy consumption, lower carbon emissions into the environment, and create a cleaner and healthier environment.

Furthermore, the company is particularly stringent in waste sorting, segregating recyclables, inorganics, and organics into separate categories.

In addition, the company prioritizes sustainability in sourcing products such as non-toxic ink and paper, which can be refilled and recharged multiple times. Single-sided paper usage is encouraged.

Policy Elements:

- Minimize the use of plastic bags, nylon, and plastic cups; encourage the use of personal reusable water bottles.
- Use refillable ink cartridges. Rechargeable bins are encouraged.
- Utilize one-sided paper, limit color printing when unnecessary.
- Prioritize bulk purchasing when necessary to minimize packaging waste and reduce transportation emissions.
- Food and beverage services use organic, sustainable, and locally sourced products.
- Prioritize the use of local goods and services to minimize transportation emissions and support the community.
- Choose cleaning materials that are non-toxic, environmentally-friendly, and user-friendly.
- Turn off computers, lights, and air conditioning before leaving. Choose energy-saving devices that still meet quality requirements.
- Sort waste into categories; recyclables will be collected separately for recycling.

3. WATER REDUCTION

Our company know that water is a valuable resource. The effective using of water has significant meaning in reducing greenhouse gas emissions and contributing to improving climate change, we are committed to supporting Sustainable Development: Clean Water and Sanitation to ensure availability and sustainable management of water and sanitation for all, through the effective monitoring of water consumption and implementation of improvement initiatives across our company.

The management department will monitor the consumption and reduction of water.

Policy Elements

- Strive to reduce year-on-year water consumption.
- Monitor and report on water consumption in each month.
- Promote conscious water usage amongst staff, visitors and wider community driving water efficiency and conservation.
- Implement water-saving and harvesting technologies in the company.
- Provide educational opportunities for staff to learn about good water management.

COMMITMENT AND OBJECTIVES

IMAGE Travel & Events is committed to sourcing products and services responsibly, limiting/avoiding negative impacts on society, culture, and nature. We aim to work directly with locally managed partners, minimizing intermediaries, to benefit the local community. We have clear rules and absolutely do not tolerate any violations of our Code of Conduct, including human rights abuses, discrimination, violence, and corruption.

The entire company is committed to raising awareness when selecting partner suppliers, engaging in direct communication, regular interaction, and improving sustainability performance. We actively welcome feedback to continuously enhance and strengthen sustainability in every journey.

4. Inbound Partner Agents

IMAGE Travel & Events always seeks and collaborates with partners who respect the Code of Conduct regarding environmental protection and prioritize the development of the local community. The company consistently provides resources for learning about sustainable tourism, including practical lessons and online courses on platforms such as Travelife.

In addition, to enhance the sustainability effectiveness of our collaborating partners, we regularly conduct surveys at various locations, disseminate policies on green tourism, and provide guidance on implementation.

We maintain an open communication channel through our company's Facebook page and website, updating regulations and promoting activities related to sustainable tourism at destinations, transportation, accommodations, and more.

Policy Elements

- Prioritize partners with written sustainability policies and adherence to IMAGE Travel & Events' sustainability policies.
- Establish contract appendices that explicitly detail clauses related to preventing sexual exploitation, child labor, combating discrimination, corruption, bribery, waste management, and biodiversity protection.
- Allow partner agents to receive training on sustainability in tourism through IMAGE Travel & Events.
- Encourage partners and suppliers to participate in sustainable activities, implement environmental protection measures and reduce carbon emissions.
- Require compliance with local, national, and international laws and regulations, including living wage laws.
- Regularly assess sustainability statements to ensure alignment with the company's policies.
- Clearly communicate policies to relevant parties, ensuring understanding and commitment to those principles.
- Survey actual points, gather feedback, and share insights on sustainable activities for collaborative implementation.

- Regularly assess service quality through feedback from guides and customer evaluation/feedback forms post-tour.
- Publicize open communication channels on the company's Facebook page and website, updating regulations, promotional activities, and commendations related to sustainable tourism at destinations, transportation, accommodations, and more.

5. Means of Transportation

IMAGE Travel & Events always prioritizes selecting environmentally-friendly and convenient modes of transportation for travelers to move between points of departure and their destinations.

In order to minimize greenhouse gas emissions from transportation, the company integrates activities such as cycling and walking along short routes for guests. It provides opportunities for guests to experience ferries, trains, kayaking, and public transportation. Unnecessary flights for guests are kept to a minimum.

The company consistently encourages its members to use public transportation such as buses or bicycles for commuting to work. A support and morale-boosting incentive of 300,000 VND is provided.

Allow to employees tele-work, tele/video meetings, work-at-home policies in order to reduce the transport

Policy Elements

- Limit additional flights for guests. For a cross-country trip, a maximum of one flight is allowed.
- Choose sustainable means of transportation for sightseeing: walking, cycling, kayaking, etc.
- Buses/coaches must meet all quality and safety requirements.
- Select the appropriate size of transportation based on the group size and type of vehicle.
- Monitor the condition of vehicles and perform all necessary safety checks and maintenance.
- Provide financial support and create conditions for implementing the company's sustainability strategies, including remote work, video/phone conferences, etc.

Encourage employees to use bicycles or buses for commuting to work. An additional support of 300,000 VND per month is provided.

Organize/collaborate with carbon offset programs or initiatives to provide opportunities for customers to participate.

6. Accommodation

The selection of sustainable accommodation is always a concern for IMAGE Travel & Events and a commitment to promote.

We consistently seek facilities with well-defined sustainable management plans, plans to address their social and environmental impacts in their operations. We prioritize choosing accommodations that have implemented energy and water-saving measures, minimized waste, and utilize renewable energy sources.

IMAGE Travel & Events is dedicated to providing customers with a comfortable and enjoyable travel experience, while positively impacting the environment and the local community..

Policy Elements

- Developing and Implementing Long-term Sustainability Strategies for Accommodations According to Contracts

- Communicate policies to contracted accommodation providers.
- Prioritize accommodations with internationally recognized certifications (e.g., GSTC) and/or Travelife certification.
- Include fundamental/standard clauses in all contracts with accommodation providers (e.g., child labor, anti-corruption and bribery, waste management, and biodiversity protection). In cases where no contract exists, IMAGE Travel & Events will communicate the policies to accommodation providers.
- Encourage accommodations to self-assess regularly and share this information with tour operators.
- Support collaborative initiatives with other travel companies and/or stakeholders to promote sustainability among accommodations at destinations.
- Provide incentives for accommodations actively participating in sustainable tourism.
- Ensure that, through the accommodation supply chain, the rights of children are respected and protected. If providers employ children under 14 years of age, businesses must ensure specific working conditions to protect children.
- Encourage accommodations to offer souvenirs produced locally and/or sustainably based on the area's history and culture.
- Prioritize accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage while respecting the intellectual property rights of the local community.
- Tour operators have the right to terminate contracts early if accommodation providers fail to take measures to prevent child sexual exploitation.
- Terminate partnerships with accommodations if cases of food or water safety hazards for tourists are detected.
- Encourage the purchase and use of locally-made products, produced based on fair trade and sustainability principles.

7. Activities and Sightseeing

IMAGE Travel & Events always respects the customs and traditions at various destinations, preserving the integrity of culture and natural resources, while adhering to ethical standards when organizing trips. We commit to ensuring that throughout the tour, no harm is done to people, animals, and the environment, minimizing water and energy waste.

We promote certified and eco-friendly activities, embracing environmental initiatives such as visiting protected animal species, water conservation projects, and reforestation efforts, contributing to the development of local communities. Additionally, in culturally sensitive locations (e.g., indigenous villages), heritage sites, or ecologically sensitive destinations, highly skilled and certified guides will accompany travelers.

The company aims to enhance travel packages for customers by directly supporting local communities. For instance, through the purchase of services or traditional handmade goods, and by exploring local projects such as donating gifts to children and essential daily items.

The company ensures that all leisure activities adhere to national and local sustainability standards. National parks, wildlife reserves, and conservation areas are managed according to sustainable standards, under the supervision of forestry management agencies and wildlife monitoring authorities, ensuring compliance with relevant rules and regulations. Efforts are made to minimize disruptions to ecosystems.

To support environmental protection and biodiversity, the company pay the entrance fees at national parks and reserves. Say no to providing tours that involve illegal, unethical, harmful, and inhumane confinement of wild animals.

Interactive animal tours strictly adhere to Travelife's regulations on ethical conduct, preventing adverse effects on the existence and reproduction of natural populations. Moreover, the company facilitates sustainability training for tourism service providers, offering free access to the Travelife research platform and online learning.

Policy Elements

- Conduct sustainability assessments of activity providers, prioritizing those with internationally recognized sustainability certifications. Additionally, we consider places that respect and ensure the protection of children, limit negative ecological impacts at the local level, and enhance access to natural resources.
- We only collaborate with skilled local guides who are trained, knowledgeable, and meet industry standards, especially in culturally, historically, and ecologically sensitive areas.
- Classify trips/activities into different categories and provide specific guidelines before selling the tour. Offer information about local environmental protection practices (e.g., limiting single-use plastic bottles) to customers. Distribute codes of conduct or guidelines specific to products and destinations.
- Inform tour providers about sustainable activities using materials from IMAGE Travel & Events related to activities/tours, as well as external documents collected by the company.
- Ensure that tour providers and local partners are familiar with IMAGE Travel & Events' sustainability policies. Clearly communicate codes of conduct to primary tour providers. Encourage open dialogue when communicating with providers, helping them understand the importance of sustainability for the company.
- 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.
- Promote tours associated with activities that support local communities and participate in local projects: gifting items to children, providing everyday essentials to those in remote areas, and more.
- Ensure that adventure activities in national parks are safe and meet sustainable standards, under the control of forestry management agencies and wildlife supervisors, adhering to relevant principles. Minimize adverse impacts on the ecosystem.
- Charge entrance fees at national parks and reserves, supporting environmental protection and biodiversity development.

8. Tour Leader, Local Representative, and Tour Guide

IMAGE Travel & Events is committed to creating a safe, equal, and professional working environment. We expect our suppliers to adhere to these standards when hiring staff.

We recognize the pivotal role and importance of Tour Guides in connecting and conveying messages during tours. We consistently provide opportunities for exchange and regular training to keep comprehensive knowledge up-to-date at various destinations.

In addition to professional training, we continuously raise awareness about issues such as preventing child labor exploitation and combatting sexual harassment in tourism. We firmly oppose and take action,

including contract termination, in case of any ethical violations.

Furthermore, we facilitate Tour Guides to enroll in training programs and online courses on Sustainable

Tourism offered by Travelife's platform, ensuring they have access to the latest information in the field.

Policy Elements

- Ensure that the wages of employees and contracted parties are at least equal to the minimum wage of the region.
- Verify that tour leaders and local representatives, according to the company's contracts, are working in compliance with all relevant legal requirements such as licensing requirements.
- Ensure that the guides contracted by the company have the appropriate qualifications and receive regular training to become familiar with the culture and policies of IMAGE Travel & Events, as well as to have a better understanding of the company's travel products.

Ensure the following principles are respected:

- Guides must be hired with appropriate professional qualifications for the type of tour and in compliance with local regulations.
- The company employs licensed guides and retains copies of their current verification documents.
- Guides must meet the minimum legal working age requirements and have a clear employment contract.
- Guides are informed about appropriate behaviors towards customers (in cases of customer complaints, the company will investigate and take strict measures).
- Guides receive regular training and are provided with necessary knowledge including first aid, sustainability development, destinations, and customer service.

Confirm that tour leaders and local representatives have knowledge of the destination, including relevant sustainability aspects.

Tour leaders and guides always provide appropriate advice to tourists before, during, and after the tour. Provide training opportunities for tour guides on the issue of preventing child exploitation and trafficking.

9. DESTINATION

IMAGE Travel & Events is committed to the safety and rights of our travelers, while also respecting local culture and the environment. We prioritize adherence to labor standards, protection of endangered species, and monitor destination management plans to ensure compliance with sustainable tourism initiatives.

When considering new destinations, IMAGE Travel & Events evaluates their sustainability, encouraging travelers to choose less frequented places that maintain their environmental integrity. We consistently promote sustainable practices in less sustainable destinations.

Policy Elements

- Protect endangered species, respect human rights, comply with environmental protection laws, follow tourism development plans, and support sustainable initiatives.

- Highlight key destination information in communications and documents provided to tour guides and tour operators.
- Regularly update travelers on places undergoing renovations, repairs, or areas with potential hazards or restrictions.
- Consider sustainability aspects when selecting new destinations and developing products.
- Encourage the promotion of lesser-known areas to prevent over-tourism and its negative impacts.
- Organize sustainable activities when choosing destinations that may be considered less sustainable.
- Exclude destinations that are unsustainable, exceed transportation capacity, cause severe environmental damage, or hinder local residents' basic resources from IMAGE Travel & Events services.
- Examine practices that mistreat wildlife, involve child exploitation, or disrespect local cultures as unacceptable behavior at destinations.
- Prohibit the purchase of souvenirs including endangered plant or animal species, illegally obtained historical or archaeological artifacts, as well as drugs.
- Adhere to conservation laws and tourism management plans set by local, regional, and national authorities for protected areas and heritage sites.
- Enhance the promotion of locally-sourced products and services in destination tour packages.
- Encourage bulk purchasing (when necessary) from local suppliers to help them implement sustainable practices and expand production scale.

10. Communication and Protection

IMAGE Travel & Events is committed to the absolute protection of customer data. Throughout the journey, we consistently convey the significance of sustainable travel choices, integrated with activities. Information regarding accommodation options is always provided transparently.

Our community support activities and environmental protection efforts, as well as responsible shopping activities, are also clearly communicated.

Policy Elements

- Adherence to all legal requirements regarding customer data protection and transparency in the use of customer information.
- Conveying messages to customers about promoting sustainable choices, including accommodation and shopping.
- Providing positive experiences for customers and establishing strict policies regarding health and safety, including security, transportation, issue resolution/complaints, etc.

