



Guilin Tang Dynasty Tours Co.,Ltd.
桂林唐朝国际旅行社有限责任公司

Guilin Tang Dynasty Tours Sustainability Policy

Guilin Tang Dynasty Tours is committed to providing a responsible travel experience, focusing on service excellence, creating meaningful and memorable travel experiences for travelers, and caring for our destinations to bring better value to our partners. We love what we call home and want to share its beauty with our customers while protecting it so that future generations can appreciate it. To this end, we have established the following sustainability policy and have always adhered to it.

Our Vision: Combining exceptional service and unique value to create a positive impact on our destinations: We are committed to providing a high-quality travel experience while actively contributing to the local community and the environment. We believe in delivering unforgettable memories while also taking responsibility for sustainability.

Keeping the beauty of our destinations for our children: we recognize the importance of preserving the natural environment and cultural heritage of the places we visit. We will work hard to ensure that the way we operate does not negatively impact these areas and that they are preserved for future generations.

1. Scope of Application

This Policy applies to all employees, contractors, partners and customers of Guilin Tang Dynasty Tours and will be communicated to our customers, suppliers and all parties who do business with us.

Our sustainability team will make decisions at the annual working meeting each year and will be responsible for implementing the company's sustainability policy.

Sustainability Management and Legal Compliance

Guilin Tang Dynasty Tours is committed to continuously improving its sustainability practices, including continuously monitoring and evaluating our sustainability policy and allocating dedicated personnel and resources to achieve our sustainability goals.

Guilin Tang Dynasty Tours complies with all applicable legal requirements and is committed to preventing any incident or situation that may result in a violation of the law. We monitor our operations, suppliers, and partners for potential

violations. If we become aware of any violations by our employees, suppliers or partners, we will terminate our relationship with them immediately.

2. Internal Management: Social Policy and Human Rights

We believe that happy employees lead to a more meaningful and enjoyable travel experience for our customers. That's why we maintain clear HR policies to ensure a healthy and safe working environment for our employees:

Promoting Equality and Respect for Rights and Freedoms: We treat all people equally and fairly, regardless of race, ethnicity, gender, sexual orientation or religion. We respect the freedom of employees to choose their jobs, not illegal forced labor, and the freedom of employees to join collective bargaining systems such as labor unions.

Pay fair wages and respect labor laws: We ensure that all employees and partners receive fair wages and comply with local labor laws.

Employee training and career development: We provide training and development opportunities for our employees to enhance their skills and promote their personal and professional growth.

Protecting children from the risk of exploitation that comes with our operations: As a member of Childsafe, we do not engage in or support any activity that exploits or harms children and takes steps to protect children from potential risks.

Ensuring that our operations do not result in human rights abuses: We operate in a way that does not violate human rights and will take steps to address any human rights issues that arise.

Focus on employee well-being: We make every effort to create a safe and healthy working environment for our employees to fulfil their responsibilities and grow professionally.

These expectations are set out in detail in the company's internal HR policies, but we also expect all of our partners and suppliers to adhere to the same principles in their operations and team management.

3. Internal Management: Environment

As our business continues to grow, we are determined to reduce the negative impact of our operations on the environment and increase the positive impact

on the environment and communities because this is our home and we want it to remain beautiful for the benefit of future generations. To this end, we have set the following commitments and actions:

Measure and set goals: We are constantly looking for opportunities to improve our environmental performance by establishing goals and tasks, measuring progress, and reporting on our results, including, but not limited to, energy, water, and paper.

Energy Efficiency: We measure energy consumption and reduce energy use through measures such as energy-efficient technologies, practices, and employee awareness.

Water conservation: We measure water consumption and implement water-saving practices and techniques within the team to reduce water use.

Reducing single-use plastics: We have significantly reduced the use of single-use plastics in our operations and banned the use of single-use cups and plates in our offices. Employees are encouraged to make and bring their own lunches, and the company provides employees with microwaves and restaurants to eat.

Reduced paper use: We are committed to printing only the necessary documents and implementing paperless document circulation with our partners. At the same time, we actively use digital marketing materials.

Adoption of a circular economy: We are moving towards a circular economy model that promotes the reuse and recycling of materials by extending the life cycle of our products.

Sustainable Sourcing: We are committed to increasing the use of sustainably sourced materials and products and working with our suppliers to ensure that their sourcing practices are sustainable.

Pollution prevention: Implement measures to prevent air and water pollution by reducing emissions and disposing of hazardous substances responsibly.

Employee Engagement: Encourage employees to contribute to our environmental goals by motivating them to participate in sustainability actions through training, workshops and incentives.

Community Outreach: Support local environmental initiatives or community projects that benefit the environment, such as tree planting and clean-up activities.

4. General Supplier Policy

Guilin Tang Dynasty Tours is committed to providing customers with meaningful and immersive vacations, encouraging them to explore the places they visit in a sustainable way. We are committed to minimizing any harmful effects on society, culture and nature. We expect the same engagement and commitment from our suppliers.

Preference for suppliers with sustainable practices: We prefer to prioritize partners who integrate sustainability into their core corporate policies, especially those with international sustainability certifications and a strong track record in environmental, social and economic sustainability.

Prioritize Support for Local Businesses: We prioritize supporting local businesses and entrepreneurs to promote economic growth and development in the communities we visit.

Supporting small and medium-sized businesses: We actively work with small and medium-sized businesses to provide them with opportunities to reach a wider audience and drive their business forward.

Partnering with like-minded organizations: We partner with organizations that share similar sustainability philosophies and values to promote responsible tourism practices. This means that they should have a written sustainability statement as an integral part of their business policy and/or have a clear sustainability policy.

Building long-term relationships with our suppliers and supporting their growth and development: We strive to build long-term relationships with our suppliers and support their growth and development to drive the economic sustainability of the destinations we visit.

Open communication: We maintain open communication with our suppliers and partners to share experiences and feedback on sustainable issues, improve each other's knowledge and solve problems efficiently.

Promoting sustainable practices: We provide incentives and information support to our partners who are actively engaged in sustainable operations.

Follow Best Practices: We expect our suppliers to adhere to the following responsible business practices:

- Comply with all local, regional, national, and international regulations.

- Respect for all human rights, including the right to work, children's rights, and women's rights.
- Commitment to fair conditions of employment.
- Comply with anti-corruption, anti-bribery, anti-extortion and anti-discrimination policies.
- Protecting children from sexual exploitation in tourism.
- Protecting the environment and natural resources.
- Start with the best interests of the local community in mind.
- To protect the interests of Guilin Tang Dynasty Tours and its clients.

5. Inbound Partner Agencies

We work with partner agencies that share a similar sustainable travel philosophy and are committed to providing our customers with a responsible travel experience in terms of transportation, accommodation, tourism activities, tour guides, local communities and destinations. We actively exchange important issues related to sustainability with our partners and jointly develop sustainable tourism products that meet the needs of our customers.

6. Traffic

Transportation plays a vital role in the tourism industry, making travel possible. But at the same time, it puts a lot of pressure on the environment, so it's important to keep it as sustainable as possible. To this end, we have implemented the following measures:

Careful Route Planning: When we design itineraries for tours, we carefully design routes to reduce traffic usage.

Integrating Sustainable Mobility: We offer our customers a range of sustainable mobility options, such as bicycles, rickshaws, rowing boats, electric trolleys, public transport and walking, to reduce the negative impact of transport on the environment.

Choose The Most Sustainable Mode of Transportation: When choosing transportation for our guests, we are committed to choosing the most environmentally friendly mode of transportation, taking into account factors such as distance, price, route and comfort.

Consider The Size of The Group: We use the appropriate means of transportation according to the size of the group and choose the most efficient vehicle.

7. Accommodation

Accommodation is a crucial part of travel, and choosing the right accommodation can enrich the travel experience and give travelers a deeper understanding of the destination. We are constantly looking for hotels, hostels and resorts that share our values of responsible travel and help them connect with local people and culture. In addition, choosing sustainable accommodations can help reduce environmental impact and promote local communities, which can enhance the travel experience.

When choosing accommodation for our clients, we follow the following criteria and procedures:

Environmental Certifications: We prioritise working with properties that have achieved international environmental certifications, or that have good sustainability practices, to ensure they meet environmental standards and take proactive steps to reduce their environmental impact.

Fair Operations: We only work with properties that comply with legal compliance and fair business practices (e.g., hiring employees locally, paying fair wages, providing career development opportunities, not engaging in human trafficking, child labor, and sexual exploitation, etc.).

Caring for The Environment: We work with hotels that are committed to reducing their negative environmental impact (e.g., using eco-friendly materials, employing energy and water conservation measures, waste management practices, etc.).

Supporting The Local Community: We prioritize accommodations that support the local community (e.g., providing employment opportunities for locals, promoting local culture and heritage, using local vendors, etc.).

Setting High Quality Standards: We prioritize accommodations that provide a good experience and make travelers feel comfortable and safe.

When selecting partner properties, we conduct site visits and listen to industry and customer feedback, sharing a self-assessment form with them and asking them to follow key sustainability practices in order to follow up on their sustainability performance. We will also actively participate in industry activities, share new insights on sustainable tourism with accommodation providers from time to time, and provide assistance and support for sustainable certification in the accommodation industry.

8. Activities and Excursions

The activities and excursions we plan for travelers help enrich the travel experience and make it more meaningful. We want to provide our customers with local immersive experiences that help them connect with their destinations for the benefit of travelers, communities, and the environment.

When planning our events, we follow the following practices:

Respect for Local Culture: All activities and experiences hosted by or on our behalf respect local customs, traditions, and cultural integrity.

Benefiting Local Communities: When designing events, we work closely with local communities to understand their needs and priorities to develop tourism initiatives that benefit both visitors and local residents.

Partnering with Local Experts, Artisans: We work with local experts and artisans to create unique and authentic experiences for our clients, while preserving traditional skills and cultural heritage.

Offer Alternative Routes or Ways to Explore Places at Risk of Overtourism: We offer alternative travel routes and activities to help reduce the negative impact on destinations threatened by overtourism.

Ethical Experience Only: We do not offer activities that exploit wildlife, involve sexual exploitation or human trafficking, do not offer any illegal activities, and do not cause harm to cultural heritage and local communities.

When selecting our partner event and excursion suppliers, we conduct site visits and share self-assessment forms with them asking them to follow key sustainability practices in order to follow up on their sustainability performance.

9. Tour Guides, Local Representatives, and Tour Leaders

Tour guides are the key people who connect travelers to their destinations. They provide the most valuable information to help customers travel smoothly. Guides must be professional and have a wealth of knowledge about the destination and sustainability. We follow the following principles when working with tour guides:

Fair Cooperation: We employ locally qualified guides who are familiar with the destination and the local customs. We ensure that both direct and indirect tour guides are paid fair wages and provide a safe and healthy working environment.

Qualifications: All our guides are licensed and have the necessary training. We communicate our sustainability policy to tour guides through our suppliers. In

the future, we will further refine our sustainable tourism reception requirements to ensure the sustainability of travel while ensuring that important environmental and cultural protection messages are communicated to our customers.

10. Destination

Sustainable Destinations: We have the ability to select destinations when recommending them for our clients, taking into account their impact on local communities and the environment. That's why we've set the following rules to ensure that our customers have an enjoyable travel experience and that the trip doesn't cause harm to the places they visit:

- **Avoid Popular Attractions:** We promise to provide our customers with lesser-known destinations or non-standard travel routes to avoid overtourism.
- **Contribute To the Local Community:** We are committed to making a positive impact on the local community during our tourist visits (selecting local vendors to boost the local economy, educating tourists to respect local culture and traditions, encouraging guests to shop responsibly, and informing them of souvenirs that are prohibited for purchase, etc.).
- **Reduced Environmental Impact:** We are committed to maintaining the integrity of our natural resources during our operations, reducing our negative impact on the environment by choosing transportation, planning travel routes, and educating our visitors about sustainable practices.
- **Communication:** We encourage responsible tourism practices by providing relevant information to travelers through our blog, social media, and travel advisors and tour guides' travel advice.

11. Customer Communication & Protection

The protection of our customers and their positive experience when interacting with our company is our top priority. That's why we've developed the following customer service and communication principles:

Privacy Policy: We strictly comply with GDPR regulations and only collect and process data related to our customers. We explain to our customers how this data is collected, stored, processed and the purposes for which it is processed, and explain their privacy rights.

Marketing & Communications: We ensure that the information we provide to our clients through our website, marketing channels and Trip Advisors is clear and accurate. We do not tolerate misleading information or promises that cannot be kept.

Provide Destination-Related Information: We provide our clients with key information about the destinations we visit, including environmental and cultural factors, to help them make responsible travel decisions.

Sustainability Communication: We communicate the social and environmental impacts of their travel to our clients and provide them with sustainable choices they can make, including transparent communication about sustainable accommodations, activities that benefit local communities and the environment, responsible wildlife interactions, responsible shopping, and prohibited souvenirs.

Delivering an Exceptional Experience: We ensure that our customers receive excellent customer service and a positive travel experience by following strict health and safety regulations, emergency procedures, and customer service policies.

Valuing Customer Feedback: We actively seek customer feedback to improve our services and ensure customer satisfaction.

Focus on Quality & Improvement: We are committed to continuously improving our services and developing innovative travel experiences to meet the needs of our customers while remaining sustainable.

12. Epilogue

Guilin Tang Dynasty Tours is committed to promoting sustainable tourism, protecting the natural environment and cultural heritage, and creating meaningful travel experiences for customers. We firmly believe that by working together with our customers, employees, partners and local communities, we can preserve even more beautiful and pleasant travel destinations for future generations. We are committed to continuously improving and refining our sustainability practices to ensure the long-term health of the travel industry and provide our customers with a more responsible and environmentally friendly travel experience.