

Sustainability report - 2025

Guilin Tang Dynasty Tours Co.,Ltd.
Travelife Partner



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

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1. Reporting context

2. Company data

Guilin Tang Dynasty Tours Co.,Ltd.

Huixian Road, Qixing District 11

541004 Guilin

<https://www.tangdynastytours.com/en/>

partnership@odynovotours.com

Tourist volume	10001 - 20000
Number of employees	101 - 500
Type of tourism	Active / soft adventure, Sun and Beach tourism, City trips, Culture, history and art, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Seniors, Families with children, Business people
Destinations offered	

Sustainability coordinator

Jessy Feng

partnership@odynovotours.com

3. Introduction

4.Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability Management & Legal compliance	16	16
2. Internal management: social policy & human rights	22	22
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8. Tour leaders, local representatives and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26





6. Detailed overview

0. Company characteristics

10

Contact details

1

Action			Details
0.1. Sustainability coordinator			Jessy Feng jessy@odynovotours.com 18978300485





Organization structure

1

Action			Details
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Brands, products and/or services

6

Action			Details
0.3. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator

<p>0.4. Sensitive activity types</p> <p>Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.</p>	✓	✓	<p>Built cultural heritage,Intangible cultural heritage,City tour Hiking,Rafting,Horse riding,Jeep safaris,Winter sport Diving and snorkelling,Boat tours,Canoe trips,Motorized activities Visiting traditional communities,Visiting indigenous people,Slum tours,Visiting schools Captive animals,Working animals,Safari tours,Marine animals watching</p>
<p>0.5. Passenger number</p> <p>Estimate the number of passengers your company accommodates annually</p>	✓	✓	10001 - 20000
<p>0.6. Tourism types</p>	✓	✓	<p>Active / soft adventure,Sun and Beach tourism,City trips,Culture, history and art,Students, educational,Meetings, Incentives, Conferences and Events (MICE),Round tours,Village and Community Based Tourism (CBT),Nature/Wildlife</p>
<p>0.7. Target groups</p>	✓	✓	Seniors,Families with children,Business people
<p>0.8. Destinations</p>	✓	✓	

Personell



1

Action			Details
0.9. Number of employees	✓	✓	101 - 500

			101 - 250
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Public communication

1




Action			Details
0.10. Brands under Travelife scope	✓	✓	











1. Sustainability Management & Legal compliance

16

Engagement of company

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Action		Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	<p>✓</p>	<p>✓</p> <p>Jessy Feng</p> <p> Coordinator Job Description.docx</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓</p> <p>At Guilin Tang Dynast Tours, we are dedicated to creating exceptional travel experiences while integrating sustainability throughout our operations. We focus on minimizing our environmental impact, supporting local communities, and fostering a sustainable work environment for our employees.</p> <p>By adopting energy-efficient practices and promoting cultural and environmental awareness, we ensure that sustainability is at the heart of everything we do. Our goal is to create long-term positive impacts on the environment, society, and our people.</p> <p>Travel Responsibly, Live Sustainably, Preserve the Future.</p> <p>https://www.odynovotours.com/travel-agency/responsible-travel-business.html</p> <p>*Odynovo is our main brand, and we use it to highlight our commitment to sustainable travel.</p> <p> Mission Statement on Website.png</p>

<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>The company has established a dedicated team to support sustainable development, which includes:</p> <p>Jessy Feng, Marketing Manager Kelly Lu, Senior Purchasing Manager Kevin Yang, Senior Sales Manager Kalinda Fu, Product Manager Yanxi Mo, Administration Manager Leonard Luo, Partnership Development and Sustainability Specialist</p> <p>All team members have successfully completed the basic Travelife Sustainability training and exams.</p> <p>Company learning monitor No workshop information for this company</p> <p> personal_certificate Jessy1.pdf</p> <p> personal_certificate Jessy2.pdf</p> <p> personal_certificate Jessy3.pdf</p> <p> personal_certificate Kalinda1.pdf</p> <p> personal_certificate Kalinda2.pdf</p> <p> personal_certificate Kalinda3.pdf</p> <p> personal_certificate Kalinda4.pdf</p> <p> personal_certificate Kelly1.pdf</p> <p> personal_certificate Kelly2.pdf</p> <p> personal_certificate Kelly3.pdf</p>
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Social cooperation

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Action	 	Details
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Baseline assessment






2

Action	 	Details
<p>1.8. Baseline assessment</p> <p>The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).</p>	<p> </p>	

Policy

2



Action	 	Details
<p>1.9. Sustainability policy</p> <p>The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>	<p> </p>	<p>The project is supported and driven by our company leaders, and the policy has been reviewed and approved by our management.</p> <p>Please refer to the policy document via the link below:</p> <p>See our Sustainability Policy</p> <p>Alternatively, please see the appendix.</p> <p> ??????????.docx</p> <p> ??????????.docx</p>



			 [Placeholder].png  Guilin Tang Dynasty Tours Sustainability Policy EN Ver.docx  link to the Sustainability Policy.png
<p>1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	<p>✓ ✓</p>		<p>Staff, partner and the public have access to our sustainability statements and from the link below, and staff can see the policy at our website or via the internal email communication system.</p> <p>Please refer to the statements and policy from the link below:</p> <p>https://www.odynovotours.com/travel-agency/responsible-travel-business.html</p> <p>https://media.odynovotours.com/files/pdf/brochures//guilin-tang-dynasty-tours-sustainability-policy.pdf</p>  Sustainability Policy Communication Record.png  link to the Sustainability Policy.png

Action plan





Action			Details
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<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	<p>✓</p>	<p>✓</p> <p>We have developed a comprehensive Phase 1 Action Plan based on our complete sustainability report, standards, and the practices outlined in our Sustainability Policy. The plan primarily covers the following key areas, with each category including goal setting, specific implementation steps, tasks to be improved, and clear allocation of responsibilities and departments to ensure the plan is effectively executed and achieves the overall goals of sustainable development. For details on team responsibilities, please refer to the attached organizational structure and functional description. The specific contents of the Action Plan can be found in the attached table:</p> <p> Action Plan 2025_TDT 2025.1.14.xlsx</p>
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	<p>✓</p>	<p>✓</p> <p>We publish sustainability-related information on our website, sharing updates on our sustainability and CSR activities through photos, videos, and other content. This encourages all employees to learn about and engage with our initiatives. We shall assign tasks from the action plan to relevant internal departments and employees for specific execution, with coordination managed by a coordinator. We also promote sustainable communication and practices during business trips, encouraging staff to collect relevant materials, including images and videos, to showcase these efforts. For detailed content on the action plan and the allocation of responsibilities, please refer to the attached document. Our policy is clearly communicated, with each department responsible for implementing the corresponding sustainability standards to ensure a structured approach. We shall assign tasks from the action plan to relevant internal departments and employees for specific execution, with coordination managed by a coordinator. This organized framework not only promotes awareness but also reinforces our commitment to sustainable practices across the organization.</p> <p>https://www.odynovotours.com/travel-agency/responsible-travel-business.html</p> <p> ??????????????????????.docx</p>

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Monitoring and evaluation



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Action	 	Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	<p>✓ ✓</p>	<p>To ensure the effective implementation of the sustainability policy, objectives, and action plan, the company has established formal monitoring and evaluation procedures. These procedures aim to complete tasks on time and with quality, regularly analyze progress, evaluate goal achievement, and optimize subsequent strategies accordingly. The details are as follows:</p> <p>Monitoring Tools and Indicators</p> <p>The company has designed a series of specialized monitoring and evaluation tools to record and analyze key data. These tools cover core areas such as procurement, travel-related carbon emissions, employee training, and supplier evaluation, helping to quantify progress and support decision-making, including:</p> <p>Procurement Records: Track the application of sustainability indicators during procurement. Travel Carbon Emission Compensation Records: Quantify employees' travel-related carbon emissions and document compensation measures. Employee Training Records: Document employees participating in sustainability-related training and the topics covered. Supplier Sustainability Evaluation Forms: Regularly assess suppliers' environmental and social responsibility practices. Social Responsibility Project Records: Track the implementation of the company's social responsibility projects. Utility Expense Records: Monitor energy and water consumption, analyze trends, and set management goals. Employee Complaints and Feedback Records: Collect employee feedback to help improve sustainability policies.</p>

		<p>Regular Monitoring and Communication. The Sustainability Management conducts quarterly monitoring meetings with key department heads to evaluate progress, discuss unmet goals, and propose improvement plans. Monitoring data is summarized periodically and shared on the company intranet and during team meetings to communicate milestones and update the action plan.</p> <p>  ??????????????????????.docx </p>
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External reporting and communication

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Action			Details
<p>1.15. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	✓	✓	<p>This is the first version of our Travelife reporting. Odynovo Tours will publish its sustainability progress through Travelife every two years.</p>
<p>1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>https://www.odynovotours.com/travel-agency/responsible-travel-business.html</p> <p>At Odynovo, we believe in responsible travel that contributes to a better future for the destinations we visit. We commit to publicly reporting our key sustainability results every two years, and this information is readily available on our website.</p> <p>Our Mission</p> <p>Our mission is to provide exceptional and personalized travel experiences while promoting sustainable tourism. We focus on minimizing our environmental impact and supporting local communities. By fostering cultural understanding and preserving natural resources, we inspire</p>

travelers to connect meaningfully with the world.

Responsible Travel Practices

Supporting Local Communities:

We engage with local cultures through activities like home visits, volunteering, and tourism training. Our initiatives include donations to local schools and communities, especially in times of need.

Animal-Friendly Travel:

We advocate for wildlife conservation by promoting tours that allow travelers to observe animals in their natural habitats. Our itineraries feature visits to reputable wildlife sanctuaries and rehabilitation centers.

Historical Reflection:

We offer opportunities to explore historical sites and learn from the past, enriching our travelers' understanding of contemporary issues.

Reporting Best Practices

In our sustainability report, we highlight our successful initiatives and practices, including:

Community engagement projects across various countries. Partnerships with local businesses that benefit the regions we visit.

We encourage our team and partners to share their sustainable best practices, fostering a culture of inspiration and improvement within the industry.

Through these efforts, we aim to create a positive impact on the destinations we visit, ensuring that travel remains a sustainable choice for future generations.







2. Internal management: social policy & human rights











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Social policy and human rights

19

Action			Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>	✓	✓	<p>At Guilin Tang Dynasty Tours, we uphold the fundamental right to freedom of association and do not hinder our employees from joining trade unions. We believe that every staff member should have the opportunity to participate in organizations that represent their interests and promote collective bargaining.</p> <p>Currently, while there are no formal trade unions directly active within Odynovo, we encourage open communication and engagement among our team members. We support our staff in exploring union membership if they choose to do so, fostering an environment of mutual respect and collaboration.</p> <p>We are committed to creating policies that promote inclusivity and ensure that no employee faces discrimination based on their union affiliation. We strive to inspire other companies to adopt similar practices that empower their workforce and contribute to a sustainable and equitable workplace.</p> <p> [redacted].docx</p> <p> [redacted].docx</p>
<p>2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>	✓	✓	<p>Here's the updated content in English with the added details:</p> <p>At Guilin Tang Dynasty Tours, we prioritize the freedom of our employees to enter or leave</p>

		<p>their employment without penalty, in accordance with their employment contracts. We uphold the fundamental principle of voluntary work and strictly prohibit any form of forced labor. Our employment agreements clearly reflect these commitments, ensuring that employees can make choices regarding their career paths without fear of repercussions. We are dedicated to creating a respectful work environment that safeguards employee rights and well-being, ensuring that all work is undertaken willingly and without coercion.</p> <p>In the event of resignation, employees are generally required to provide written notice 30 days in advance, and complete the necessary work handover within one month. During the probationary period, employees may resign with three days' written notice and are required to complete the handover as needed.</p> <p>  ????????_?????.docx  ?????????????????.docx </p>
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓ ✓</p>	<p>At Guilin Tang Dynasty Tours, we ensure that all employees have a formal employment contract that clearly outlines their labor conditions and job descriptions. This contract serves as a mutual agreement between the employee and the employer, detailing essential aspects such as:</p> <p>Parties' Information: Names and addresses of both Odynovo and the employee. Employment Dates: Start and end dates of employment, if applicable. Job Title and Responsibilities: Clear definitions of the employee's role and duties. Compensation: Salary or wage details, including any bonuses or commissions. Work Location: The primary location where the employee will perform their duties. Probation Period: If applicable, the duration and conditions of the probationary phase. Notice Period: Minimum notice required for termination from either party.</p> <p>These contracts are designed to protect the rights and responsibilities of both parties, ensuring clarity and mutual understanding throughout the employment relationship. All employees are required to adhere to the terms of their contracts until they are either completed or amended by mutual agreement.</p>

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<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	<p>✓ ✓</p>	<p>In accordance with national regulations, we provide paid holidays to our employees. Employees who have worked for at least 1 year but less than 10 years are entitled to 5 days of paid holiday; those who have worked for at least 10 years but less than 20 years are entitled to 10 days of paid holiday; and employees with 20 or more years of service are entitled to 15 days of paid holiday. National statutory holidays and rest days are not included in the paid holiday entitlement. The right to paid holiday is an inalienable right of employees for rest.</p>  2401_122401_122401.png  2401_122401_122401.docx  2401_122401_122401_122401.docx  2401_122401_122401_122401_122401.docx  2401_122401_122401_122401_122401_122401.docx  2401_122401_122401_122401_122401_122401_122401.docx
<p>2.12. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits</p>	<p>✓ ✓</p>	<p>Guilin Tang Dynasty Tours is committed to providing a safe, healthy, and comfortable work environment for its employees, ensuring both their physical and mental well-being. We strictly adhere to national health and safety laws and regulations, continuously improving workplace management based on industry best practices. Our goal is to minimize potential risks through</p>

and trained staff is available at all relevant locations.

preventive measures and safeguard the overall well-being of our employees.

All new employees participate in comprehensive onboarding training covering workplace safety policies, fire safety protocols, emergency evacuation procedures, proper use of safety equipment, and their roles, responsibilities, and rights. Additionally, the training introduces the company's health policies, including annual health checkups, support for physical activities such as team-building and wellness programs, access to healthy snacks during weekly afternoon tea sessions, and ergonomic office facilities designed to enhance overall well-being.

1. Workplace Safety and Health

Office Environment: This year, we relocated to a brand-new office space designed to offer a more comfortable and modern work environment. The new office is spacious and bright, with ergonomic chairs customized for each employee to ensure long-term comfort and health.

Air Circulation and Climate Control: The office is equipped with an advanced ventilation system to ensure fresh air. Temperature and humidity are regulated by air conditioning to maintain a comfortable working environment.

2. Fire Safety and First Aid Facilities

Fire Extinguishers and Emergency Equipment: Our office is equipped with sufficient fire extinguishers, smoke detectors, emergency lighting, and other safety equipment. All safety equipment is regularly inspected and maintained to ensure functionality.

Emergency Evacuation Routes and Drills: Clear emergency evacuation routes and signage are displayed throughout the office, and regular fire drills are held to ensure that employees can respond quickly and safely in case of an emergency.

First Aid Kits and Training: First aid kits are available throughout the office, and selected staff members receive first aid training to provide timely assistance in emergencies.

3. Physical and Mental Health Support

Health Check-ups: We offer free annual health check-ups to all employees to monitor their health, detect potential issues early, and ensure their overall well-being.

Exercise and Wellness Activities: The company allocates funds to encourage employees to participate in regular physical activities. We also provide the necessary facilities and organize team-building events to promote team collaboration and improve physical health.

Afternoon Tea and Healthy Snacks: The company provides weekly afternoon tea sessions for employees, offering healthy snacks and light refreshments. This initiative helps employees relax, fosters interaction among team members, and promotes health awareness in the workplace.

4. Hygiene Facilities and Health Coverage

Cleaning and Hygiene Management: We have dedicated cleaning staff to maintain cleanliness in the office daily, focusing on high-traffic areas like restrooms and dining areas. We aim to provide a clean and barrier-free work environment.

Hygiene Facilities and Welfare: The office is equipped with handwashing facilities, clean drinking water, and lockers for employees. Rest and dining areas are available for employee use, with designated spaces for pregnant and nursing employees.

Health Insurance and Benefits: We provide basic health insurance covering medical, hospitalization, and outpatient services. Employees will receive timely and effective treatment if they fall ill or are injured.

5. Employee Welfare and Support

Paid Leave and Flexible Work Arrangements: We offer paid statutory leave such as annual and sick leave. For employees with special needs, we provide flexible work arrangements, including options for remote work.

Employee Safety and Work Assurance: We ensure the safety of all employees, especially those required to travel or work alone, by providing necessary support and security measures.

6. Anti-Drug, Alcohol, and Crime Policy

Zero-Tolerance Policy: Guilin Tang Dynasty Tours enforces a strict zero-tolerance policy

against drug use, working under the influence of alcohol, or any criminal activity. All employees are expected to comply with national laws and regulations and maintain a healthy working state.

Anti-Drug Policy: Employees are strictly prohibited from using, storing, or distributing illegal drugs on or off company premises. Violations will result in severe disciplinary action, including termination and legal consequences.

Anti-Alcohol Policy: Employees are not permitted to drink alcohol during work hours or while on duty. Any violation will lead to disciplinary action, with serious cases resulting in dismissal.

Criminal Activity: Any criminal behavior related to work, such as theft or fraud, will be handled severely by the company, with the employee facing legal and internal disciplinary measures.

7. Accident Reporting and Handling

Accident Reporting and Record Keeping: All accidents, injuries, and health issues must be promptly reported and documented. The company will conduct thorough investigations and implement corrective measures to prevent future occurrences.

Through these measures, Guilin Tang Dynasty Tours provides a safe, healthy, and comfortable workplace, enhancing employee productivity and overall happiness. We are committed to continuing to create a positive work environment that ensures the physical and mental health and safety of our employees.



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<p>2.13. Equal opportunities</p> <p>The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	<p>✓ ✓</p>	<p>At Guilin Tang Dynasty Tours, we are deeply committed to providing equal opportunities in all aspects of employment, from recruitment to promotion. We ensure that no employee or applicant is discriminated against based on race, gender, age, ethnicity, disability, religion, sexual orientation, or any other protected characteristic. Our company proudly employs individuals from various ethnic minorities and has international colleagues. The gender ratio in our company is 3:1 (female:male), with 26 people in our management team, including 21 women and 5 men, demonstrating our strong commitment to gender equality.</p> <p>To ensure that all employees have fair opportunities, we have implemented two promotion systems: one for professional levels and one for administrative management levels. This structure ensures that even when there are limited promotion opportunities in management, employees can still increase their income by advancing in their professional technical levels. The treatment for both professional and administrative levels is equal. For example, a Level 3 professional technician earns the same income as an administrative supervisor. This fair and equitable promotion system ensures that every employee has equal opportunities and rewards in their career development.</p>

to employment. Furthermore, we extend these standards to our suppliers and partners, ensuring they also comply with child labour laws. We strictly prohibit any form of child labour within our operations or those of our business partners.

We are dedicated to fostering an ethical work environment that upholds the rights and well-being of children, while also contributing to the development of local communities.



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childsafes agreement.pdf



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Training and education

3

Action







Details





3. Internal Management: environment and community relations

37

Procurement





6

Action		Details
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>		<p>At Guilin Tang Dynasty Tours, we are committed to sustainable purchasing practices, particularly regarding our office paper usage. Over 90% of our office paper, used for internal and administrative purposes, is sourced from suppliers with proven sustainability credentials, such as recycled content or certification from the Forest Stewardship Council (FSC), ISO 9001, ISO 14001, UPM, EMAS, ISO 50001, OHSAS 18001, PEFC, China Environmental Labeling Products, etc. We prioritize recycled paper as our first choice, followed by FSC-certified paper and products from sustainably managed factories. For example, we have recently sourced paper that meets these sustainability standards and supports local suppliers.</p> <p>  Paper.jpg </p>
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>		<p>At Guilin Tang Dynasty Tours, our daily operations are primarily based on electronic documents and file sharing, with minimal reliance on printed materials. When printing is necessary, we prioritize the use of black-and-white printers to reduce toner consumption and set the printers to toner-saving and duplex printing modes to minimize environmental impact. Additionally, we repurpose used printing paper as scratch paper, and some sheets are reused for printing payslips, leave forms, and other documents. These practices reflect our commitment to sustainability and effectively reduce both paper and toner usage.</p> <p>To further reduce paper consumption, we are implementing a series of measures focused on promoting a paperless office. We are gradually phasing out paper documents. For example, we previously printed paper-based materials to track guest itineraries, but now we display this</p>

		<p>information on TV screens, reducing paper usage while enhancing clarity and convenience. Additionally, payslips have been switched to electronic access, further minimizing paper waste.</p> <p>Looking ahead, we will continue to optimize workflows and push for the full implementation of paperless operations, further reducing our environmental impact and promoting more efficient and sustainable working practices.</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 395 1361 475">  printer saving mode.png </div> <div data-bbox="1025 475 1299 555">  000000_0000.jpg </div> <div data-bbox="1025 555 1361 635">  00000000000000000000.png </div> <div data-bbox="1025 635 1227 715">  000000.jpg </div> </div>
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Paper (promotional materials)


3



Action		 Details
<p>3.8. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>		<p> Guilin Tang Dynasty Tours is an e-commerce travel company, and the vast majority of our promotional materials are digital, with minimal use of printed brochures. We are committed to using environmentally friendly paper whenever we need to print materials in the future.</p>








Energy

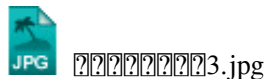
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Action		Details
<p>3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>		<p>Guilin Tang Dynasty Tours has established an energy management policy to support sustainable development and reduce its environmental impact. The company is committed to improving energy efficiency, reducing consumption, and implementing energy-saving measures across all operations. Key initiatives include optimizing temperature control, using LED lighting, encouraging energy-efficient equipment practices, and promoting energy awareness among employees. The company regularly monitors energy use, maintains its equipment, and continuously seeks opportunities for improvement to ensure an environmentally-friendly and resource-efficient business model.</p> <p>  [redacted].docx  [redacted].png </p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>		<p>Our company is located in Southern China and relies on the China Southern Power Grid for electricity. In China, electricity for both residential and commercial use is centrally managed by the government. Therefore, there is no individual contract between electricity suppliers and users, and we are unable to provide a supply contract as proof.</p> <p>Regarding the use of green energy, according to the latest data, approximately 60% of the electricity supplied by the China Southern Power Grid since 2023 has been generated from non-fossil fuel sources, including wind, hydro, and solar power. Detailed data and evidence can be found in the attached documents.</p> <p>As a socially responsible company, we remain committed to optimizing our internal energy management, exploring additional energy-saving measures, and actively supporting the development of renewable energy to contribute to sustainable development.</p> <p>  Green Power Statement of Energy Supplier 2.docx </p>

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<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓ ✓</p>	<p>To improve energy efficiency, reduce unnecessary energy consumption, and support sustainable development, we have established a comprehensive equipment shutdown plan. This plan applies to all office equipment and aims to reduce energy waste during company operations while promoting the concept of green office practices.</p> <p>Key Elements of the Shutdown Plan:</p> <p>Employee Training and Reminders</p> <p>New employees will be trained on energy-saving policies and the equipment shutdown process to ensure that every employee understands and adheres to energy-saving regulations. Prominent energy-saving reminder signs will be displayed in the office, encouraging employees to turn off equipment when not in use.</p> <p>Energy-Saving Settings</p> <p>All computers and display devices must have the auto-sleep function enabled, automatically entering low-energy mode after 10 minutes of inactivity. Printers and other office equipment should be configured to power-saving modes to minimize energy consumption during idle times.</p> <p>Manual Shutdown</p> <p>Employees are required to manually turn off personal equipment (such as computers, lights, air conditioning, etc.) when leaving the office. A designated staff member in each department is responsible for checking and turning off all electronic devices in the office, including printers, air conditioning, and lights, before leaving each day.</p> <p>Automatic Shutdown</p>

		<p>All computers and monitors are set to automatically shut down at 11:00 PM every night to ensure energy is conserved when equipment is not in use.</p> <p>Regular Inspections</p> <p>A comprehensive inspection will be conducted every month to ensure the effective implementation of the equipment shutdown plan. A designated employee will monitor the shutdown status of equipment and record inspection results. Based on actual performance, the shutdown procedures will be adjusted and optimized to ensure energy-saving goals are met.</p> <p>Through the implementation of this plan, we aim to optimize energy use and reduce unnecessary waste, thereby contributing to our sustainability goals. At the same time, we encourage employees to cultivate energy-saving awareness and establish good green office habits in their daily work.</p> <p>  ??????????.docx </p> <p>  ??????????.png </p>
<p>3.16. Light “switch-off” policy</p> <p>Office lights are switched off after office hours.</p>	<p>✓ ✓</p>	<p>Guilin Tang Dynasty Tours has put in place a comprehensive "Turn Off the Lights" policy aimed at improving energy efficiency, cutting down on unnecessary energy waste, and supporting sustainable practices. Employees are expected to manually switch off lights when leaving their workstations or the office. The company has installed energy-efficient LED lighting throughout all areas to reduce power consumption. Regular inspections are carried out to ensure adherence to the policy, with designated personnel responsible for monitoring compliance. This initiative not only helps decrease energy use and lower carbon emissions but also promotes a more sustainable work environment.</p> <p>*The company recently moved into a new office building last month and currently does not have stickers. However, plans to add them will be made in the future to further support this initiative.</p>

		 [redacted].png  [redacted].docx
<p>3.17. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).</p>	<p>✓ ✓</p>	<p>Guilin Tang Dynasty Tours has implemented a Low Energy Equipment Purchase Policy to reduce energy consumption, lower operational costs, and promote sustainability. The policy prioritizes purchasing energy-efficient equipment, such as LED lighting, energy-efficient air conditioning systems, and IT devices that meet local and international energy standards. It emphasizes evaluating the long-term energy savings, ensuring quality and performance, and regularly assessing equipment for energy efficiency. This approach aligns with the company’s sustainability goals, aiming to reduce environmental impact and contribute to a greener, more energy-efficient office environment.</p>  [redacted].jpg  [redacted].docx
<p>3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓ ✓</p>	<p>At Guilin Tang Dynasty Tours, we are pursuing all equipment with energy-saving capabilities, including monitors, computers, printers, air conditioners, and televisions, that is set to energy-saving mode or at least energy-balance mode by default. Additionally, during air conditioning operation, designated staff members are responsible for activating the energy-saving feature. This practice not only conserves energy during periods of inactivity but also reinforces our commitment to sustainability.</p>  [redacted]1.jpg  [redacted].jpg  [redacted]2.jpg



Water consumption



3




Action			Details
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Waste management

7



Action			Details
<p>3.22. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>	✓	✓	<p>Guilin Tang Dynasty Tours, as a tourism service company, primarily generates daily office and domestic waste from its employees. To facilitate waste classification, we have set up sorting bins in our office and hired dedicated cleaning staff to ensure proper waste disposal according to the property management's requirements.</p> <p>The final disposal of waste is managed by the relevant government departments, and we are not authorized to intervene. Below is an overview of waste management practices in our city of Guilin for your reference:</p> <p>Waste Classification and Collection Guilin has been progressively implementing waste classification by providing sorting bins to separate waste into recyclables, kitchen waste, hazardous waste, and other waste. Residents are required to dispose of waste according to these categories.</p> <p>Centralized Transportation Classified waste is collected by the sanitation department or related companies and transported to designated waste treatment facilities using specialized vehicles.</p>

		<p>Waste Treatment Facilities</p> <p>Incineration: Guilin has established waste-to-energy incineration plants that process non-recyclable household waste. The waste is incinerated at high temperatures to generate power, reducing reliance on landfills. Landfilling: Waste that is unsuitable for incineration is disposed of through sanitary landfilling for harmless treatment. Resource Utilization: Recyclable materials such as plastics, metals, and glass are sent to recycling companies for reuse. Kitchen waste is processed into organic fertilizer through specialized treatment.</p> <p>Hazardous Waste Management</p> <p>Hazardous waste, such as used batteries and fluorescent lamps, is collected and treated through specialized procedures to prevent environmental pollution.</p> <p>These waste management practices are primarily overseen by local government authorities, with certain processes carried out in collaboration with private companies to ensure compliance with environmental standards and minimize environmental impact.</p> <p> ??????.jpg</p>
<p>3.23. Waste reduction</p> <p>The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>	<p>✓ ✓</p>	<p>Guilin Tang Dynasty Tours has developed and implemented a solid waste reduction and recycling policy to minimize waste generated from daily office activities. The company follows the "4R Principle" (Refuse, Reduce, Reuse, Recycle) to prioritize waste prevention and resource efficiency. Key measures include waste sorting, reducing paper usage, promoting reusable items, reusing office equipment, managing electronic waste, and providing training on recycling and environmental awareness. By adopting these practices, the company aims to minimize its environmental impact, set an example for employees and the community, and continue fulfilling its commitment to sustainable development.</p> <p> ??????????????????????.docx</p>

			 1.png  .png
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	<p>✓</p>	<p>✓</p>	<p>As mentioned earlier, Guilin Tang Dynasty Tours, as a travel service company, primarily generates waste from daily office and living activities of its employees. To facilitate waste sorting and disposal, we have set up classified waste bins in the office and employed dedicated cleaning staff to strictly follow property management requirements for waste sorting and disposal. The final disposal of all waste is managed by the relevant government departments, and the company has no direct involvement. For some paper and cardboard, we bundle them as a small benefit for the cleaning staff, who then sell them to recycling stations and earn a small income from it.</p>  .jpg

Reducing pollution

2

Action			Details
<p>3.29. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>	<p>✓</p>	<p>✓</p>	<p>We are a service-oriented company and do not handle industrial wastewater. The wastewater generated from our employees' daily work and life is processed through the government sewage system, in compliance with relevant regulations, and is beyond our control.</p>

Mobility

5

Action			Details
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Sustainability training and awareness raising

1

Action			Details
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Land use and community relations

1

Action			Details
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4. Partner agencies

7

Partner agencies (inbound / receptive operators)

4

Action	 	Details
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Specific conditions

3

Action	 	Details
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5. Transport

4

Selecting transport suppliers

3

Action	 	Details
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Sustainable packages

1

Action	 	Details
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6. Accommodations

11

Accommodations

7

Action			Details
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Specific conditions

4

Action			Details
<p>6.8. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	✓	✓	<p>Social Responsibility</p> <p>Labor Law Compliance: Partners must adhere to local and international labor laws, ensuring fair wages, reasonable working hours, and a safe work environment. Equality and Fairness: Partners should treat all employees and clients equally, regardless of race, ethnicity, gender, sexual orientation, religion, or other personal characteristics. Living Wage: Partners must ensure that their employees earn at least the local legally mandated living wage or minimum wage. Prohibition of Child Labor: Partners must not employ children below the legal working age. If children are employed, they must receive appropriate legal protections and conditions. Human Rights Protection: Partners should ensure that their operations do not involve any form of human rights violation.</p>

7. Excursions & activities

12





Excursions & activities



5

Action	  Details
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Specific criteria

7

Action	  Details
<p>7.7. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	<p>   In our sustainable policy for suppliers, we clearly outline the following requirements: Wildlife and Biodiversity Protection: Suppliers must comply with national and local wildlife protection policies, ensuring that tourism activities respect environmental regulations and protect ecosystems. Additionally, in our sustainable tourism product design guidelines, we have specified clear regulations regarding animal-related activities: Wildlife Protection: In the design of tourism products, we focus on wildlife protection, avoiding any activities that may harm or disturb animals. We encourage tourists to support wildlife protection projects and raise awareness about animal conservation through ecotourism activities. Animal Habitat Protection: When designing excursions, we ensure that the natural state of animal habitats is respected, avoiding any disturbance to the ecosystem. By visiting wildlife sanctuaries and similar locations, we aim to help tourists understand the importance of protecting animal habitats and promote their recognition of the critical role that ecological </p>











		<p>conservation plays in maintaining biodiversity.</p> <p>Through these measures, we strive to ensure that our tourism activities meet sustainability standards while also promoting wildlife and environmental protection.</p> <p>  Sustainable Development Policy for Partners.pdf  ??????????????????????.docx </p>
<p>7.8. Wildlife harvesting</p> <p>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.</p>	<p>✓ ✓</p>	<p>In our policies and terms related to animals, we emphasize that suppliers must prioritize animal protection, avoid any activities that may harm or disturb animals, and strive to preserve and protect their natural habitats. This directly means that any harvesting, consumption, display, sale, or trade of wildlife species, as well as the promotion or sale of endangered flora and fauna species, will result in the immediate termination of the contract. We strictly require our suppliers to adhere to these guidelines to ensure that our tourism activities are always in line with sustainability principles and effectively support the protection of animals and the environment.</p>
<p>7.9. Wildlife interactions</p> <p>Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	<p>✓ ✓</p>	<p>In our travel programs, all interactions with wildlife strictly adhere to relevant codes of conduct to ensure no adverse effects on wildlife populations. We prioritize allowing visitors to observe animals in their natural habitats, avoiding any form of animal abuse or artificial entertainment. Currently, our animal protection requirements are principle-based, and in the future, we will further explore existing local and international codes of conduct for wildlife interactions and develop a more detailed operational guide for wildlife tourism.</p>

8. Tour leaders, local representatives and guides

8









Tour leaders, local representatives and guides

8

Action	 	Details
8.1. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.	 	We ensure that all contracted guides, tour leaders, and representatives understand their employment conditions, including remuneration, by providing clear written contracts. These terms are discussed and agreed upon before recruitment and the start of employment. The contract is thoroughly explained before work begins, and both the company and the employee retain a copy, ensuring easy access for review at any time to guarantee full understanding.  ?????????_?????????.docx
8.2. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.	 	For tour leaders, representatives, and guides under direct employment, we ensure formal labor contracts are signed to clearly define the rights and responsibilities of both parties. Regarding compensation, the salary structure for guides differs slightly from that of office staff, as they receive additional income from guiding fees, tips, and shopping commissions. Currently, the minimum average monthly income for our contracted guides is approximately 5,500 CNY, which is 176% higher than the local minimum wage of 1,990 CNY. This reflects our commitment to recognizing and fairly compensating the contributions of our guides.  ?????????_?????????.docx
8.7. Customer communication Tour leaders, local representatives and guides provide information and	 	Before departure, we send guests a final confirmation letter, shared with the guides, with detailed notes for sensitive activities like cultural heritage or animal-related plans.

interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).

Upon arrival, guides give an overview of the itinerary and highlight key details. Although we lack direct documentation on sustainable tourism practices, guest feedback indicates that many guides are knowledgeable about heritage conservation, nature protection, and animal welfare. In the future, we will outline specific operational requirements on sustainable travel for guides in our action plan.

-  Guides about heritage 1.png
-  Guides about heritage.png
-  Guides about animals 3.png
-  Guides about animals 2.png
-  Guides about animals 1.png
-  Guides about animals.png
-  Travel Note 1.png
-  Travel Note.png

9. Destinations

4


Selection of destinations

2

Action			Details
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Local projects and initiatives

2


Action			Details
<p>9.4. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	✓	✓	<p>At Guilin Tang Dynasty Tours, we strictly forbid souvenirs that contain threatened flora and fauna species. We are committed to responsible tourism by protecting endangered wildlife and supporting sustainable practices. Attached is a list of recommended gifts for clients in different destinations. These gifts mainly focus on locally made handcrafts, ensuring that our purchases directly support local communities and their businesses. By promoting these ethical souvenirs, we aim to contribute to the social and economic development of the regions we visit.</p> <p> ??????.docx</p>





10. Customer communication and protection

26

Prior to booking




12









Action			Details
<p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p>	✓	✓	<p>Please refer to the following links or the attached document.</p> <p>https://www.odynovotours.com/travel-agency/privacy-policy.html</p> <p>https://www.odynovotours.com/travel-agency/cookie-policy.html</p> <p>https://www.odynovotours.com/travel-agency/social-media-policy.html</p> <p> Privacy Policy _ Odynovo Tours.docx</p>
<p>10.2. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>	✓	✓	<p>Guilin Tang Dynasty Tours is committed to ensuring that all marketing and promotional materials, as well as communications, are transparent, truthful, and comply with relevant standards and regulations. We prioritize accuracy in all advertising to maintain customer trust and protect our reputation, ensuring that we do not promise more than we can deliver. Our promotional content will accurately represent the products and services offered, including clear details on itineraries, pricing, inclusions, and exclusions.</p> <p>We are dedicated to protecting customer interests by preventing misleading information and providing clear instructions for complaints and assistance. Our communications will also ensure compliance with data protection regulations such as GDPR and promote ethical practices,</p>




		<p>including cultural sensitivity and sustainable travel options. In addition to our own materials, we believe customer feedback is the best proof. In our reviews online, 98.5% of our customers would recommend us or travel with us again!</p> <p> Promotional Policy _ Odynovo Tours.docx</p> <p> Brochure sample.pdf</p> <p> [?][?][?][?].pdf</p> <p> [?][?][?][?].pdf</p>
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After booking and during holidays






11

Action		Details
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p> </p>	<p>At Tang Dynasty Tours, we ensure that our clients have access to emergency assistance at all times. Our website features a 24/7 customer service hotline, which is always available to address urgent situations.</p> <p>Additionally, in the confirmation letter provided to clients, we include emergency contact details for both our sales and customer service teams, as well as the local contact person at the destination. This ensures that clients can quickly reach the appropriate support whenever needed.</p> <p> contact info1.png</p>

		 contact info2.png  contact info3.png  Contact Info for Customers During the Tour.png  Contact Info for Customers in Our Confirmation Letter.png
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>At Tang Dynasty Tours, we recognize the importance of equipping our staff with the knowledge and skills to handle emergency situations effectively. While we do not have a unified company-wide training schedule, each sales department conducts training sessions according to its own plan to address the specific needs of their team.</p> <p>These trainings are delivered through various formats, including online meetings, group discussions in work chats, and internal announcements on our company’s network. We ensure that all relevant personnel are regularly educated on emergency protocols and best practices for managing health, safety, and other critical issues.</p> <p>Documentation of these guidelines is maintained internally, and team leaders are responsible for ensuring that all team members are familiar with the procedures. We are committed to continuously enhancing our training programs to ensure the highest standards of client safety and support.</p>  Emergency Guidelines _ Odynovo Tours.docx  Daily Training for Emergency Situation Handling.png  Training Material for Emergency Situation Handling.png  Training Material for Handling Emergency Situation.png

		 ??????????.docx
<p>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p>At Tang Dynasty Tours, we strongly oppose all forms of sexual exploitation and are committed to upholding the highest standards of safety, ethics, and respect in our operations. As a proud member of ChildSafe, we are dedicated to preventing the exploitation of children and ensuring that our services comply with both legal and international standards.</p> <p>Although we currently don't have formal documented procedures in place to actively communicate this issue to our clients, we fully recognize the importance of raising awareness. We are in the process of developing strategies to better inform our travelers about the risks of sexual exploitation, and we will soon be incorporating relevant guidelines and resources into our communications.</p> <p>We are committed to protecting our travelers and the communities we serve, and we will continue to take steps to ensure a safe, ethical, and responsible travel experience for all.</p>  Prevent Sexual Exploitation Policy _ Odynovo Tours.docx  childsafe agreement.pdf
<p>10.20. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p>At Tang Dynasty Tours, we are committed to promoting responsible and sustainable tourism. While we do not currently have a formal communication strategy specifically addressing the legislation surrounding the purchase and sale of illegal souvenirs or materials from threatened flora and fauna, we focus on encouraging our clients to purchase locally crafted, authentic souvenirs.</p> <p>These items are not only legal and ethically sourced, but they also help support the local community and promote sustainable tourism in the destination. Our recommendations prioritize locally made handicrafts, which reflect the culture and traditions of the area. Additionally, our guides are well-equipped to provide further guidance to travelers during their tours to ensure</p>

		<p>they make informed and responsible purchasing decisions. Through this approach, we contribute to the well-being of local artisans while protecting the integrity of the destination.</p> <p>  ??????.docx </p>
<p>10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>We create customized itineraries that promote local cultural experiences, which have always been a core part of what we offer. This not only meets travelers' experiential needs and enhances the appeal of our products, but also reflects our deep and comprehensive understanding of the destinations. We actively promote unique cultural and community experiences, fostering a win-win situation for both travelers and the local communities. By recommending local restaurants, shops, and service providers, we support the communities our clients visit, allowing them the freedom to explore and choose their dining and shopping options. We provide detailed recommendations for authentic local businesses, including those offering unique regional goods, handicrafts, local cultural activities, home visits, cooking classes, and more. These recommendations highlight establishments that contribute to local development, such as restaurants that provide vocational training to locals or shops that support charitable causes. By integrating these suggestions into our itineraries, travel materials, and pre-trip briefings, we ensure that clients not only enjoy a richer and more immersive experience but also contribute to the economic well-being of the destination. We prioritize presenting this information in a clear and accessible manner, allowing clients to make informed choices that align with their travel interests while having a positive impact on the local community. Most of our client rated these recommended experiences as great.</p> <p>  Sample for the local market arrangement_1.png </p> <p>  Sample for the local resturant arrangement_1.png </p> <p>  Sample for the local resturant arrangement_2.png </p> <p>  Sample for the local resturant arrangement_3.png </p>








			 Sample for the local shop arrangement_1.png  Sample for the local shop arrangement_2.png
<p>10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>		<p>At Tang Dynasty Tours, we specialize in providing bespoke mid-to-high-end travel experiences, which typically include most local transportation arrangements for our clients. For those who prefer to manage their own transportation, we offer detailed information about available options, such as taxis, subways, light rail, high-speed trains, regular trains, and direct flights. We also provide useful resources like timetables, destination maps, and other practical travel tips to ensure a seamless travel experience.</p> <p>However, as noted earlier, we currently do not have a fully developed policy or comprehensive guidelines specifically addressing sustainable tourism, including the promotion of sustainable transport options. While this has not been a primary focus in the past, we recognize its importance and are committed to incorporating sustainable transport practices into our client communications and operational processes in the future.</p>  Sample for the info for the self_drive customers_1.png  Sample for the public transport arrangement_1.png  Travel guide about the transportation options in Incheon Airport.png

After holidays

3

<p>Action</p>			<p>Details</p>
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<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓ ✓</p>	<p>We have established a comprehensive system to monitor customer satisfaction and gather feedback from various channels, ensuring continuous improvement of our services and products.</p> <p>1. Feedback Collection Channels</p> <p>Third-Party Review Platforms Feedback is collected through multiple third-party platforms such as Tripadvisor, Trustpilot, Product Review, Trustindex, Facebook, and Google Reviews, ensuring a wide range of customer input.</p> <p>Internal Communication Channels Customers can share their feedback directly via our company's public email, the general manager's email, and through phone calls or emails with our sales team or managers.</p> <p>Website and Customer Service Lines Our website and dedicated customer service hotline provide convenient options for customers to express their feedback.</p> <p>2. Feedback Processing and Analysis</p> <p>Centralized Management All reviews and feedback collected are managed by a dedicated team responsible for responding to and processing them. These reviews are also logged into our internal system for tracking and analysis.</p> <p>Real-Time Synchronization and Evaluation Customer feedback is updated in real time and shared with our customer service team. Weekly evaluations are conducted, and the results are shared internally and with our partners when necessary.</p>
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		<p>Recognition and Resolution</p> <p>Positive Feedback: We reward service personnel (e.g., drivers, and guides) with monetary incentives for receiving positive reviews to encourage excellent service.</p> <p>Negative Feedback: We conduct further investigations into any negative feedback and take corrective actions to resolve the issues and enhance customer satisfaction.</p> <p>3. Continuous Improvement Mechanism</p> <p>Through systematic collection, analysis, and transparent sharing of customer feedback, we continuously enhance our services and products. This feedback-to-action cycle ensures we maintain and improve customer satisfaction, which remains central to our company's sustainable growth objectives.</p> <p><i>Special Note:</i></p> <p>While we have a well-defined customer satisfaction monitoring process in place, it is important to note that this process is currently not formalized as a publicly available document. However, we are committed to continuously refining and standardizing the process for future disclosure when appropriate.</p> <p>  About customer satisfaction_1.png  Our Inner Customer Satisfaction Management System_1.png  Our Inner Customer Satisfaction Management System_2.png  Sample for collecting customers satisfaction by email_1.png  ??????????_1.png </p>
10.26. Complaints	 	Complaints Handling Procedure at Tang Dynasty Tours

The company has clear procedures in case of complaints from clients.

At Tang Dynasty Tours, we view client complaints as valuable opportunities for improvement and trust-building. Below is our comprehensive approach to handling complaints:

Receiving Complaints

1.1 Complaint Submission Channels:

Sales Representatives, Customer Service Team, or Tour Guides: Direct communication during or after the trip. **Customer Reviews Link:** Sent via email post-trip for feedback. **24/7 Hotline:** Contact details available on our official website.

Official Emails: General and management email addresses are publicly accessible on our website.

1.2 Immediate Actions Upon Receiving a Complaint:

Acknowledgment: Respond within 24 hours, expressing understanding and sympathy.

Assurance: Promise a thorough investigation and timely resolution.

Complaint Submission Timeline:

Clients are encouraged to submit complaints within **15 days** of completing their trip to ensure timely resolution.

Investigating Complaints

The investigation process begins within 24 hours of receiving a complaint and involves collaboration with the respective local Destination Management Company (DMC).

2.1 Investigation Process:

Local DMC Actions: Immediate investigation. Collect relevant details and prepare a **Fact Verification Report** for submission to the DMC jointly by Tang Dynasty Tours and the local DMC. For non-urgent complaints, maintain a polite yet firm response to avoid unnecessary conflict.

Drafting and Finalizing a Resolution

3.1 Resolution for Ongoing Trips:

Tang Dynasty Tours evaluates the DMC's findings. The Customer Service Manager approves the resolution, which the DMC then implements immediately.

3.2 Resolution for Completed Trips:

Inform clients of actions taken, such as apologies, compensation, or reimbursements, as appropriate.

Processing Time:

Typically, complaints are resolved within **3-7 working days**.

Executing the Resolution

4.1 During Ongoing Trips:

The DMC executes the resolution promptly to ensure client satisfaction.

4.2 For Post-Trip Complaints:

Tang Dynasty Tours follows up with clients to confirm resolution satisfaction.

4.3 Additional Measures:

If further action or compensation is required, coordinate seamlessly with the DMC to execute the resolution.

Feedback and Follow-Up

5.1 Client Follow-Up:

Thank clients for their feedback. Confirm their satisfaction with the resolution. Reassure them of our ongoing commitment to quality service.

5.2 Continuous Improvement:

Maintain detailed complaint records for analysis and reference. **Post-Resolution Review** Within **3 days** of resolving the complaint, hold an internal meeting or use the internal network to share the case details, causes, resolution suggestions, and lessons learned. This step ensures we identify root causes and implement preventive measures to avoid similar issues in the future.

Record-Keeping and Learning

Both Tang Dynasty Tours and DMCs document complaints and resolutions comprehensively. **Annual DMC Meetings:** Discussing cases to enhance procedures. **Internal Staff Meetings:** Educating guides and teams to prevent recurrence.

By addressing complaints promptly and professionally, Tang Dynasty Tours aims to uphold its commitment to exceptional service, ensuring client satisfaction and fostering long-term relationships.



About complaints_1.png



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?????SOP.docx



Review Channels.png



Review Channels_1.png