

*July 2024*

## **FRIENDLY TRAVEL NHA TRANG - SUSTAINABILITY POLICY**

According to the WTO (2018), the travel and tourism business is the world's largest and fastest expanding, with 1.2 billion travelers. We think that the hotel business has a significant impact in educating and protecting natural and cultural assets for future generations. This is proven by the creation of the fastest-growing category (+24%) in tourism: sustainable tourism, which is expected to create 250 million tourists by 2030.

### **Why Sustainable Tourism?**

The United Nations proclaimed 2017 the Year of Sustainable Tourism, prompting Friendly Travel Nha Trang to reconsider its sustainability approach. It is critical to embrace sustainability, as the climate emergency threatens future generations' travel opportunities.

Sustainable tourism is a type of tourism that serves the requirements of visitors, the tourism industry, and host communities now while preserving future generations' capacity to meet their own needs.

Tourism has an environmental, economic, and social effect. Sustainable tourism is about increasing positive outcomes while limiting negative ones.

It appears that the environmental implications are bad, the economic effects are favorable, and the social repercussions are a mix of the two. However, it is also vital to note that there are definite ties between the three components of tourism - environmental, economic, and social - which are listed below. As a result, we must adopt a strategic corporate sustainability approach.

The World Tourism Organization (WTO) defines sustainable tourism as:

1. Maximize the utilization of environmental resources for sustainable tourist development, while preserving ecological processes and biodiversity.
2. Respect host communities' socio-cultural authenticity, preserve their legacy and traditions and promote intercultural understanding and tolerance.
3. Ensure long-term economic viability by offering equitable socio-economic advantages to all stakeholders, such as secure employment, income-earning possibilities, and social services to host communities, while also reducing poverty.

### **Friendly Travel Nha Trang Vision:**

We are a renowned destination management firm based in Nha Trang, Vietnam. We profit from the strength of our separate partners.

### **Friendly Travel Nha Trang Mission & Objectives:**

We make a difference by working together to make customers' vacation fantasies a reality. Together, we shape the travel market and strive to ensure that a vacation is a vacation. Our uniqueness stems from how we treat each other, our clients, and our partners, as well as how we support and collaborate with them.

### **Friendly Travel Nha Trang Sustainability Mission:**

We want to attract tourists with a sustainable mindset to Nha Trang, Vietnam, and provide high-quality sustainable services to our customers by striking a balance between culture and innovation, promoting hospitality and eco-friendly lifestyles, and reducing the "carbon footprint" to promote sustainability.

We are devoted to encouraging sustainability. Our goal is to promote a sustainable society, sustainable tourism, and sustainable trade, and we strongly believe in leading by example. Our sustainability policy must reduce any negative effects on the natural and social environment while encouraging all business partners to become more sustainable. It also aims to raise sustainability consciousness among our guests, encouraging them to make mindful decisions that have the least impact on the places they live or visit.

### ***Friendly Travel Nha Trang Principles:***

We make things happen by taking personal responsibility for our work, seeking the best ideas, making educated decisions, and performing to the highest standards.

We put the consumer first in all we do, with a diverse selection of goods and destinations, the most efficient procedures and attention to detail, and a passion for providing a seamless customer experience that results in high levels of customer satisfaction.

We are prepared to adapt and take chances in order to improve the client experience and generate better financial outcomes. We explore ways to modify our operations and are willing to disturb the status quo in order to improve.

We rely on inventive, energetic, and open cooperation inside the organization and with all of our partners.

We only make promises that we plan to keep. We maintain the highest standards of business behavior and ensure compliance at all times. We behave ethically and sustainably to guarantee that we and our partners preserve societal and environmental interests.

### ***Our Theme:***

Started by Friendly Travel Nha Trang, we all adopted the slogan "**Friendly Travel Nha Trang Friendly & Green**". We are devoted to tourism sustainability and aspire to be regarded as a top responsible destination management organization.

### **Friendly Travel Nha Trang Sustainability Principles:**

We make things happen by taking personal responsibility for our work, seeking the best

ideas, making educated decisions, and performing to the highest standards. Our sustainability policy is based on the following:

- To include sustainability into our business decisions.
- To guarantee that our employees are fully aware of our Sustainability Policy and dedicated to adopting and developing it.
- To inform our partners, suppliers, and clients about our Sustainability Policy and urge them to use strong sustainable management practices.
- We rely on inventive, energetic, and open cooperation inside the business and with all of our partners.
- To minimize the environmental impact of all office and transportation activities.
- To support local suppliers, buy locally made products and souvenirs that adhere to fair trade and sustainability principles.
- To review, yearly reports, and to always seek to improve our sustainability performance.
- To pick new locations reachability through more sustainable modes of travel.

#### **Friendly Travel Nha Trang – Sustainable Practices:**

We are committed to lowering utility usage and solid waste by best practices for environmental sustainability. We undertake conservation and sustainability methods to save water, energy, and ecosystems, with the expectation that our goals will raise awareness of environmental sustainability among our partners and guests.

#### **Human Welfare:**

We as a company, and in our dealings with our preferred service providers, ensure that human resources are treated fairly by providing fair labor practices, empowering women, better working conditions, minimum wages, health and safety, no discrimination, secured employment, terminal and statutory benefits, and no child labor.

#### **Pollution reduction:**

Tourism like any other business, may pollute the environment with air pollutants, noise, solid waste and littering, sewage, oil, and chemical spills, and even architectural/visual pollution.

#### **Air pollution and noise:**

We advise our clients to pick airlines with lower carbon footprints or to choose an ecologically aware airline.

We support trips that use environmentally friendly modes of transportation to decrease carbon emissions and noise pollution from automobile engines.

### **Waste management:**

We, as a firm, and our chosen service suppliers seek to reduce our usage of plastic/polyethylene, segregate organic trash for composting/animal feeding, and recycle paper.

Service providers that can go beyond these fundamental waste management methods will be highly valued.

We also encourage the usage of fewer plastic drinking water bottles at our workplace and on visitor trips.

### **Energy reservation:**

We and our selected service suppliers use energy-efficient procedures. (e.g., 100% LED) They are obligated to inform their visitors on energy-saving strategies in place to reduce negative consequences. To ensure minimal energy consumption, we follow the same approach throughout and after our office hours and breaks.

We promote the reduce/reuse/recycle standard in operations by acquiring energy-efficient equipment and maintaining good housekeeping.

### **Water Conservation:**

We and our chosen service providers are concerned about the impending worldwide water scarcity. As a result, areas with water-saving systems in their 'western' toilets and showers will be prized over others. Places that employ a bucket flush for the toilet and/or bucket shower have complete control over the quantity used. We support rainwater collecting.

### **Local supplies & procurement:**

We guarantee that we adhere to a sustainable buying approach. We endeavor to source and use locally produced food and souvenirs that adhere to fair trade and environmental standards.

### **Child protection:**

We and our selected service providers guarantee that children's rights are upheld and protected. The Organization categorically opposes child labor. If it is revealed that a supplier abuses child labor, the contract with that supplier for any service provided to the firm will be canceled immediately.

### **Biodiversity Care:**

We and our chosen service providers endeavor to prevent harmful impacts on local and global biodiversity (for example, we do not supply the IUCN Red List or the CITES Treaty). The purity of the animals, plants, and ecosystems cannot be compromised under any circumstances.

### **Authentic Charm:**

We and our selected service providers (both external and interior) include elements of local art, architecture, and cultural history. And/or restaurant services shall not authorize the sale or presentation of curios or items made of animal bone, skin, ivory, or feathers on their premises, either directly or indirectly, and we advise our customers not to purchase such souvenirs.

#### **Respect Community Value:**

The institution respects the intellectual property rights of local communities and contributes to them in every manner it can.

#### **Anti-corruption & Bribe:**

Achieving corporate objectives through corruption is detrimental to both business organizations and the trade. Preferred service providers of the Organization shall not, under any circumstances, be directly or indirectly involved in any act of corruption, such as bribing any person or entity with money or in kind.

#### **Friendly Travel Nha Trang Sustainable Purchasing Policy:**

We ensure that we use a sustainable buying approach. We endeavor to source and use locally produced food and souvenirs that adhere to fair trade and environmental standards.

We shall aim to balance environmental and budgetary obligations while making Green Purchasing selections, as long as the items fulfill acceptable usage and performance criteria.

We purchase items with green labeling or created from recycled resources, such as paper towels and printer paper.

We buy things that have a lesser environmental effect.

We use a sustainable sourcing strategy that involves supporting local vendors.

We buy locally produced food and souvenirs that follow fair trade and ecological standards.

We intend to buy in bulk to promote less delivery, which means less fuel and pollutants spewed into the atmosphere.

#### **Sustainable Transportation Policy:**

Tourism activities might revolve around transportation networks and services. We are always striving to decrease our environmental consequences, especially those linked with travel.

We understand that travel, particularly road and air travel, has a direct impact on the environment, and we promote the use of more sustainable modes of transportation throughout our activities. Making public transportation more accessible to visitors and encouraging them to walk or cycle more regularly can assist to reduce negative environmental impacts and manage seasonal peaks.

#### **We highlighted the following points:**

Public Transportation - We urge our staff and clients to take public transportation when possible.

Public Transportation - We promote sustainable public transportation as a means of decreasing the carbon footprint for long-distance travel.

Hybrid and electric cars - only: Our vehicle fleet is around 50% hybrid, and we prioritize them for tours to reduce carbon footprints.

Vehicle Maintenance - All vehicles are adequately maintained in accordance with service requirements to reduce negative environmental consequences. i.e. eco/emissions test.

Vehicle Inspection Check- Vehicles from transport suppliers and contracted vehicles from individual suppliers are inspected on a regular basis, and GPS is installed to support fleet management, such as driver behavior monitors, preventive maintenance, efficient routing, and reduced fuel consumption.

Logistics - vehicle assignment - rather than allocating different cars for each arrival or departure transfer, an arrival transfer is assigned to a vehicle that drops off visitors at the airport, for example.

Cycling/Pedicab and Walking - As an environmentally friendly alternative to sightseeing, we provide cycling and walking excursions in our package trips.

Excursion - should prioritize sustainable transportation alternatives while offering excursion activities. Include sustainability clauses when promoting excursion activities to encourage environmentally acceptable transportation alternatives.

### **Friendly Travel Nha Trang Sustainable Air-Travel:**

Air travel contributes to climate change and causes environmental and economic harm through CO<sub>2</sub>, NO<sub>x</sub>, noise, and other pollutants. However, the industry's prominence is accompanied by negative consequences, which continue to have little or no impact on the climate due to the industry's rapid growth and the lack of an alternative to kerosene as fuel. According to the International Air Transport Association (IATA), there have been 100,000 flights utilizing sustainable aviation fuels (SAF). The ultimate objective is to generate jet fuel from renewable sources rather than fossil fuels. The high rate of fuel burning increases carbon emissions, which directly impacts ozone layer loss and, as a result, contributes to global warming. In order to create a sustainable Air Travel, Friendly Travel Nha Trang encourage all tourist to Asia to be sensitive to the preferred sustainable practices:

Extend the use of sustainable public transportation as a long-distance travel option to reduce the carbon footprint.

Facilitating the selection of the most environmentally friendly transportation alternatives

while keeping comfort and cost in mind while traveling domestically.

Encourage people to choose sustainable transportation alternatives while organizing excursions.

Include sustainability clauses when promoting excursion activities to encourage environmentally acceptable transportation alternatives.

**Friendly Travel Nha Trang** encourages its employees consider sustainably and:  
Fly economy instead of business class.

Travel with low weight.

Select a more sustainable airline that follows a sustainable policy and strategy.

Encourage taking direct flights if feasible.

Give precedence to airlines who have current aircraft fleets.

#### **Friendly Travel Nha Trang Sustainable Accommodation Policy:**

We prefer to cooperate with eco-label-certified partners, however this is not always possible. We created this policy to assist our partners in understanding excellent sustainability practices and our criteria. The lodging must actively choose/offer locally produced, fair trade, and organic cuisine, as well as encourage locally created souvenirs that follow fair trade and sustainability standards.

We encourage them to have general sustainability considerations as follows;

- 100% protection for children.
- Waste Management Practices
- Water Efficiency and Rainwater Harvesting Practices
- Renewable energy-powered lodgings.
- Fair human treatment.
- Authentic charm.
- Support the local community.
- No biodiversity degradation

Our company does not partner with lodgings that use forced labor or hire youngsters to accomplish tasks often done by adults. Children (14 years old) working in the firm have specific working hours and conditions in compliance with the UN Convention on the Rights of the Child and/or ILO Convention 138. The accommodation requirement is included in the contract.

**Friendly Travel Nha Trang** shall be entitled to terminate the agreement with our partners and suppliers without notice if it becomes known that they promote or tolerate criminal activities, especially sexual exploitation of children, or if they jeopardize the provision or integrity of basic services such as food, water, energy, healthcare, or soil to the neighboring communities, it can be a reason to terminate the cooperation with the accommodation and blacklist the said provider.

These considerations are our checklist for preferred sustainable **Friendly & Green** suppliers.

#### **Friendly Travel Nha Trang Sustainable Excursions Policy:**

We provide trips that use the most sustainable mode of transportation, such as a bicycle tour or a boat cruise.

Our drivers have been educated in sustainable driving techniques and follow both regulatory standards and our contract.

Our trip providers receive advice on travel sustainability.

We do not support confined animals, initiatives that endanger the health of animals or humans, or projects that can potentially destroy natural resources.

We ensure that wildlife species are not harvested, consumed, displayed, sold, or traded unless they are part of a regulated activity that assures their use is sustainable and by local, national, and international legislation.

### **Friendly Travel Nha Trang Sustainable Guide Services Policy**

Active stakeholder involvement and collaboration are critical components of sustainable tourism development in each tourist location. Tourist guides, in particular, play an important role in the tourism business since travelers require a clear image of the nation and its offers, as well as laws, rules, regulations, and other expected behavioral patterns. Furthermore, guides should be able to make the visitor experience unforgettable. Aside from the quality and skill of tourist guides, other challenges and concerns with their services might affect tourists' overall pleasure. Therefore, the fundamental goal of Friendly Travel Nha Trang is to acknowledge the importance of tourist guides in sustainably driving tourism development.

Furthermore, the guides' practices may severely affect the industry's viability by pushing visitors to buy products, attend events at their own expense, and rely on formulaic presentations of the sightseeing.

- Prioritize certified tour guides.
- Constantly monitoring the effectiveness of tour guides
- Ensure the quality of guide lodging and other facilities.
- Appearance of tour guides and code of ethics
- Establish a trust culture.
- Friendly Travel Nha Trang offers a friendly and green certification scheme for our selected guides.

We are devoted to long-term environmental conservation, as well as economic growth and respect for the local community.

### **Contact Us:**

**For sustainability related matters we can be reached via this email address for all: [taitran@friendlytravel.vn](mailto:taitran@friendlytravel.vn)**