

### Sustainability policy Acme Travels

Socially, environmentally & economically be a responsible company which has sustainability in mind when making decisions in operations. Considering a win, win situation in all dealings, operations & being very mindful.

Facilitate clients to experience their dream holiday by being respectful to local culture, traditions and beliefs of the local communities, be mindful to protect fauna and flora & to have the sensual feeling of Wild Life, the abundant landscapes. Encourage the clients to stay and use eco-friendly accommodation and products.

Run our company operations for the benefit of the local communities by providing direct employment to both permanent and casual staff but without any discriminations or being biased based on any human grouping or natural criterions. Provide equal opportunities & benefits to all in the society.

**Destination Management Companies (DMCs)** are an integral part of the tourism industry as they play a critical role in connecting travelers with tourism service providers. In very simple terms, a DMC will connect a travel agency or a client with tourism services, including hotels, tour guides and hosted experiences within a destination. The travel agency in turn will sell these offerings and products to their clients as a package. The DMC functions as the eyes and ears on the ground, ensuring that suppliers fulfil their obligations and intervening on behalf of the travel agency and clients if there is a problem in the arrangements of the package.

1. Socially, environmentally & economically be a responsible company which has sustainability in mind when making decisions in operations. Considering a win, win situation in all dealings, operations & being very mindful.
2. Ensure that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We should guarantee what is offered can be delivered to our clients with ease. Try to provide more than what the clients would be expecting.
3. *It's rather better to be **honest with clients / agents at all times** & losing a business opportunity than trying to lie & get the business. As the company reputation is more important than securing a business deal.*

### Privacy

Acme Travels considers protecting one's privacy is of high importance. This privacy concerns our business partners and our individual traveller's details. In order to make bookings, reservations and other arrangements, we collect personal data of the Traveller. This Privacy Policy explains how the company will collect and use this personal





data. This policy can be updated at any time, without prior notice. Anyone, company or person, agrees to this policy when making a booking or providing personal data to us at Acme Travels.

### **Types of Data**

We collect Personal information such as, but not limited to name, living address, phone number, nationality and other passport details, dietary restrictions, flight details, email addresses, etc.

### **Purpose of Collection**

Like most companies, we collect data and information to perform our duties as a Destination Management Company. This is all in order to serve our clients and guests the best way possible. We only use personal information for the purpose that it was given for, as such: To understand one's travel needs, propose services and products, make bookings/reservations, comply with relevant laws and regulations, provide suppliers and partners necessary information for booking purposes, deliver services related to tourism for our clients and guests & to use for accounting purposes

### **Storage of Personal Data**

Acme Travels stores personal data in its own internal secured servers, as well as in its third party licensed reservations/sales systems, all of these are GDPR compliant.

### **Third Party Suppliers**

In order for Acme Travels to execute the tours successfully, certain personal data are shared to external third party suppliers by email, Acme Travels cannot be kept liable for their treatment of data & any implications. Some of the information will be shared with Accommodation providers / Transporters / Trains / Buses/Flights / Any other third party who requires to make any reservations for a particular segment of a given tour program.

### **Disclosure**

Personal data collected by Acme Travels may be disclosed to relevant parties, such as authorized government bodies and service suppliers, hotels and other tourism related businesses. This is only done in order to process the traveller's bookings and reservations or by legal government order.

### **Protection of Privacy**

Acme Travels has implemented appropriate administrative, technical, and physical security procedures to help protect your information. We only authorize specific personnel to access personal information and they may do so only for permitted business functions. We employ firewalls and intrusion detection systems to help prevent unauthorized access to your information. However, we cannot guarantee the security of information from unauthorized entry or use, hardware or software failure, or other circumstances outside of our control.





### Right to Be Forgotten

Every guest or tour operator has the right to have their personal data removed, for this, a formal request in writing has to be send after the last service is used to [info@acmetravels.com](mailto:info@acmetravels.com)

Please address the email to: ACME Travels Data Coordinator.

### Access

Everyone has the right to request and correct their personal data that has been provided to Acme Travels. One may ask to delete such personal data. To request this, a formal email should be send to [info@acmetravels.com](mailto:info@acmetravels.com)

### Contact for Data Issue

Acme Travels has a main contact for data issues/requests.

This person can be contacted on

[info@acmetravels.com](mailto:info@acmetravels.com)

please address the email to: ACME Travels Data Coordinator.

**If an unfortunate incident of data breach occurs following action to be taken immediately to rectify the matters.**

#### 1. Let Company's Employees & Clients Know about the Data Breach

ONever keep the information about a data breach secret. After all, your business is all about serving customers or clients. When their data gets breached, they need to know about it to protect themselves. The same can be said for your internal employees. Their personal information may have also been breached, leading to possible identity theft and other criminal activity.

#### 2. Secure our Systems

Where did the data breach occur in the IT systems? Get to work fixing where the breach happened without delays. More than one breach might have occurred, leaving you wide open to further breaches if we don't stop them now.

After a data breach the company should attempt to change the access codes/passwords for a while until we get everything sorted out. Whoever it was that did the breach has those codes and can do whatever they want until we block them. Also, it's a good idea to temporarily shut down all remote access to our systems out of precaution.

#### 3. Determine What Was Breached

What kind of data was breached in our business? Was it the financial information of our customers? Or did the hackers steal other information that could still give them the ability to steal identities? These are important questions for a company to ask after a data breach.



#### 4. Test to Make Sure our New Cybersecurity Defenses Work

Once the company has addressed what happened in our data breach, it's time to make sure any cybersecurity patches or procedures we put in place really work. A rush job on getting our IT security back in shape could mean missing a few things.

#### 5. Update All Data Breach Protocols

It might be time to update the protocols we used to alert our staff about data breaches. How well-educated are they on what to do when it happens? Perhaps we found out our staff was caught off-guard on how to handle it since it never happened before. Education and acute awareness are the best deterrents against data breaches today. The less we know, the more hackers win in finding gateways toward infiltrating our data.

4. Facilitate clients to experience their dream holiday by being respectful to local culture, traditions and beliefs of the local communities, **be mindful to protect fauna and flora & to have the sensual feeling of Wild Life, the abundant landscapes**. Encourage the clients to stay and use eco-friendly accommodation and products.

#### Excursion

As a responsible travel company in Sri Lanka who serves a lot of excursions, activities to our thousands of previous travellers over 29 years in the travel and tourism industry, it is always our priority to respect the social, environment and economic backgrounds and to implement sustainable practices whilst deciding a full tour package to our customers.

---

This policy is to be validated after the approval by the Managing Director and will be circulated among all staff members. The policy will be reviewed every 2 years to ensure its relevancy and accuracy. The Managing Director must approve any deviations to this policy.

#### **Sustainable Excursion Principles.**

Among the excursion suppliers in Sri Lanka, those who follow and respect to our Sustainable Policy Agreement shall be selected to make business partnerships with our company. As per the Policy Agreement, the following key points are considered sensitively in order to promote travel excursions, accommodation to our travelers in Sri Lanka as well as to enhance the sustainable practices.

#### **Affordable tour products with high-quality services.**

The accommodation sector needs to be hygienic, comfortable, secured and all above conditions should be certified by the relevant authorities. Considering the excursions and activities sector, all suppliers must meet the excursions to be certified and authorized the security, environmental and cultural equities from relevant parties. All the sustainable options and practices should respect the budget of each traveler.



**Minimizing the risks to the environment and the society.**

All accommodation and excursions sectors should be well aware of minimizing its effects on the surrounding environment and society.

**Dealing with local communities.**

Excursion based suppliers must respect to the sustainable practices when they introduce the travelers to local communities such as; local events, gastronomy lessons in village houses, refreshments offered by locals, donations of any local heritage value etc.

**Child protection**

All accommodation and excursion sectors should take in to consideration that no child below 14 years is allowed to work under any circumstance. Children between 14-18 years can be employed on part-time or internship basis under special working conditions.

**No plastic policy**

It is recommended to minimize the use of plastic products during the excursions. Accommodation sectors have moved in to use of wooden products such as water bottles, food containers, hand bags etc. These products need to be encouraged to purchase or provide during such excursions.

**Waste Management**

As respectful suppliers, all should aim to keep materials in use for as long as possible during the tour/excursion or the stay in hotels and minimize the amount of solid waste that is disposed of in landfill or through incineration. And it enables to help reduce negative environmental, social and cultural impacts.

**Energy Efficiency**

All accommodation sectors are advised to implement electronic automated system to the hotels and rooms. Thus, the suppliers can save energy in a massive way. All the excursion suppliers are advised to maintain signing boards whenever appropriate where there are lights and A/Cs are placed. Or else, the suppliers can verbally inform the clients to respect the sustainable principles accordingly.

**Environmental & Animal Protection**

All excursion suppliers must know their limitations in terms of protecting the environment and the bio-diversity. Especially the species that are listed in the red-book and some of the extinction plants. Further to this, both the company and the "Excursion providers do not offer products or services that harm humans, animals, plants, natural resources (e.g., water/energy), or products that are socially/culturally unacceptable. No activities where captive wildlife is held are offered, except for properly regulated activities in compliance with local, national, and international law. Excursions, which include interactions with wildlife, comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized."

These activities we consider as not acceptable for our clients & are avoided.

Animal shows/performances / Rides

Visits to schools/orphanages

Visits to specific communities for voyeurism purposes

**Communication Methods with service provider's/excursion suppliers.**

We use following methods in terms of communication with our suppliers during promoting a travel product to our clients.

**Contract**

A professional contract will be given to each regular service provider/excursion supplier and to read all our sustainable policy statements, code of conduct and terminations and sign it upon agreement. By signing the contract, the suppliers are responsible and should respect our sustainable excursion principles.

**Voucher / Email.**

Upon the confirmation received by our traveler, a voucher will be sent to the excursion supplier/accommodation service providers. However, it is highly encouraged to communicate the reservations via emails but certain suppliers still rely on voucher system. In order to minimize the paper waste, about 80% of our reservations are booked through emails or digital vouchers.

**In-person visit**

Either the Managing Director or the Operational Manager will visit the selected excursions and hotels time to time to verify that our sustainable principles are maintaining on regular basis. This method has a high impact on conducting the sustainable principles efficiently and effectively.

**Terminations / Sanctions**

As per the contract/agreement, all the suppliers should respect the code of ethics and sustainable practices. If they failed to respect to the agreement, a warning will be sent to the relevant supplier. If the same violation will repeat, our agreement will end with the relevant supplier and will not collaborate for any further association.

5. Run our company operations for the benefit of the local communities by providing direct employment to both permanent and casual staff but without any discriminations or being biased based on any human grouping or natural criterions. Provide equal opportunities & benefits to all in the society.

6. Encourage human relationship with trade partners & among the trade participants. Safeguard the society, nature and the environment by avoiding any harassment, abusing and exploitation of the underprivileged & children at any cost for any ulterior benefit or indecent practices. Minimize harm to nature and the environment & promote our guests to be mindful, be attentive of any such activity but to discourage such attempts harmful to the environment.

### **Accommodation.**

Our company is committed to promoting sustainable accommodation. Sustainability of an accommodation establishment is of key importance, as it enables our company to extend sustainability practice throughout a core element in our tours / supply chain. In most cases we do not select the accommodation for our clients. In such case, it is our policy to recommend our clients the most sustainable accommodation options within their budget range. When we do have a chance to select the accommodation, we will give strong preference to establishments that follow sustainable practices throughout all aspects of their operation.

**Preference is given to accommodations that work with internationally acknowledged (e.g., GSTC recognized) and/or Travelife certification.**

### **Action Plan with Timelines.**

#### **Work with accommodation that are internationally recognized sustainability certification;**

Currently we are engaging with Travelife certified or any other internationally recognized hotels for the coming season. We will be finalizing the list of recognized and certified hotels.

#### **Analysing that all accommodation suppliers respect the local and national laws and protecting the rights of employees;**

This is will be monitored periodically by inspecting the selected hotels region wise. This will be held throughout the year and will be inspecting without prior notices.

#### **Signed Sustainable policy contract to be received from relevant hotels;**

The previously mentioned sustainable policy contract (with all relevant key points such as Child protection, Bio-diversity care, water efficiency, energy efficiency, no plastic policy, human care, etc.) shall be signed by the accommodation suppliers. Although this will take a reasonable time to finalize, we will be collecting all the signed policy contracts from the hotel. This sustainable policy contract will be sending to the relevant recognized hotels periodically.



SUSTAINABLE TRAVEL  
INTERNATIONAL™  
*I leave the world a better place®*



**Encourage the accommodation suppliers to engage in local CSR and community empowerment activities and monitor such events/activities whether they conduct in Sustainable manner;**

The establishment respects the intellectual property rights of local communities and contributes to the local community in whichever the way they can (e.g., sponsoring of local events, donation to local heritage sites). These events/activities will be monitored and communicated with the hotel periodically that they are conducting in a sustainable manner such as; reducing waste during an event, incorporate reusable dishes, silverware, and glasses, compose or donate excessive food (if there any) etc. This process shall be monitored and communicated with the hotel throughout the year.

**Incentives**

Our company will give preference to working with those accommodation establishments who are able to operate in a sustainable manner, taking responsibility for their impact on environment and society. Where we have enough volume, we may offer additional benefits, such as marketing of the hotel on our website or special contract conditions.

Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) and/or Travelife certification

7. All employees and the participants involved in the company to be mindful of conserving energy and natural resources. Avoid any wastage of precious water, practice the principal of reuse, reduce or recycle in consumption of products in our operations. Avoid products which are harmful to nature & to be conscious of nature friendly activities and use of such eco-friendly products as far as possible.

**Sustainable Compliance with Local Plannings**

**Camping in the Horton Plains Reserve,**

This is probably one of the most beautiful world heritage sites in the world. The park is spread over the two highest mountains in the area called Kirigalpotta and Totapola. The plateau-like structure along with plains on one end, thick forests and mountains on other make the Central Highlands of Sri Lanka. It is home to a number of waterfalls, lakes, rocky hills, wild animals and birds. Sri Lanka is having many national parks where travellers can go camping. Camping in Sri Lanka will give first-hand views of wild elephants, leopards, and many species of birds. There are plenty of spots around the island suitable for camping. But only a very few will know that it is prohibited by the law to camp in the reserves/national parks of Sri Lanka unless it is a specified and approved by the Department of Wildlife Conservation of Sri Lanka. Most of the travellers do camping without prior approval from the authorized centres. Horton Plains, is one of the few reserves in Sri Lanka, where the travellers can camp legally. As a responsible travel company in Sri Lanka, we do promote this reserve for professional campers to camp by



themselves, after obtaining the legal approval from the Wildlife Conservation department of Sri Lanka. However, we also promote other campsites in different reserves such as, Wilpattu, Udawalawe, Yala where the campsites are already registered under the department of wildlife conservation and Sri Lanka Tourism Development Authority.

#### **Constructions in Environmentally sensitive areas in Adam's Peak,**

Adam's Peak is one of the most famous and sacred destinations to visit. It is the 4<sup>th</sup> highest mountain in Sri Lanka. Adam's Peak is surrounded, largely by the forested hills, with no mountain of comparable size anywhere near the vicinity. The region of Peak Wilderness Sanctuary that encompass the Adam's Peak together with Horton Plains National Park and Knuckles Range, all in the Central Highlands of Sri Lanka is recognized as a World Heritage Site in the year 2011. However, there aren't a lot of hotels in this region and when we include this sacred place in our programs, we clearly inform our clients in respect to the cultural and religious value, the surrounding is a protected area and only a few basic guest houses are available in this region. All our travellers are well aware of the comfortability of the guest house before visiting to this place. During a recent guest house inspection by the Environment Foundation Limited incorporates with the Ministry of Wildlife Conservation and Forest in Adam's Peak region, it appeared that one of the establishments has seemingly advanced upward into the forested land from its original plot. This guest house includes four buildings out of which the top tiers were still under construction at the time of inspection. Furthermore, the soil has been profusely excavated opposite the construction site and en-route to the site. A new clearing was also observed with excavations on the slopes, presumably to lay a concrete foundation for another construction. Hence, the lack of proper planning can pose great damage in the event of a natural disaster. From an environmental perspective, two of the major concerns include the possible impacts on biodiversity of the area due to construction activities and the influence on soil conservation. The possibility of a landslide disaster is also quite high as the rest house is situated on a slope and the effects on water resources of the area will occur through the clearing of vegetation

Located in an important catchment area. Taking this in to the consideration, we as a responsible travel company, has stopped all our reservations with this particular guest house and since then, we always concerned about the location of the guest house, environmental approved certification (EIA) for the building before promoting a guest house to our travellers in Adam's Peak region as well as in other eco-touristic destinations in Sri Lanka.

**Deforestation in Wilpattu Reserve,**

Wilpattu National Park has been renowned as the largest national park in Sri Lanka. It consists of 09 protected forest reserves. These 9 protected reserves feature a mosaic of forest ecosystems, including dry deciduous forests, thorny scrub jungle, grasslands, wetlands and coastal villus, all of which form a contiguous flourishing habitat for large mammals such as leopards, elephants, sloth bears as well as diverse species of bird and reptile. Illegal deforestation occurring since as early as 2009, threatens three forest reserves, north of Wilpattu National Park; Vilaththimulam, Maraichukkaddi/ Karadikkuli (Kallaru), and Periyamurippu Reserved Forests which were declared as Forest Reserves in 2012. Forest land was cleared with the purpose of establishing housing schemes for internally displaced persons in the wake of the war, and the subsequent encroachment of settlements into Forest Reserves was enabled by the construction of the illegal road through Wilpattu National Park. Hence, we discouraged the visit of Wilpattu National Park and removed this visit from our tour programs by not promoting the reserve. The Environment Foundation Limited, together with SLTDA and Wild Life Conservation department have declared a gazette and assessed an environmental impact assessment (EIA) in which the construction of settlements has failed to follow due process and it was a violation of primary law that exist for the protection and conservation of our natural resources. The settlement project was then terminated and the reserve was back again protected by the local authorities. Currently we promote this reserve for most of the travellers where there are many animal species that can be seen during the day time other than any other reserves in Sri Lanka.

**The Encroachment of Somawathi National Park,**

Somawathi National Park is considered and well known for being a prime habitat for elephants. During the dry season in Sigiriya region, we propose this reserve to visit for travellers instead of other national parks; Minneriya, Kaudulla etc. However, it was identified that a large-scale land clearing carried out inside the national park or within the boundaries of the national park for illegal cultivation for Banana and water was being drawn illegally from the Mahaweli river (which flows through this reserve) for illegal agriculture activities. As soon as we got to know about these illegal actions, we stopped promoting this national park for our travellers as we believed that, it is against the tourism laws and was not ethical. However, after having investigated this issue, the Wildlife Conservation department has taken actions against them and the national park has been re-declared as a protected national park in Sri Lanka. Currently we promote this reserve for many of our travellers during the period between June-October.

**Mattala International Airport, Hambantota,**

Mattala International Airport (MRIA), is serving southeast Sri Lanka. It is the first greenfield airport and the third international airport in the country. Mattala International Airport was approved by the Central Environmental Authority (CEA), Civil Aviation Authority of Sri Lanka (CAASL), Central Environment Authority (CEA), and Department of Wildlife Conservation (DWC). However, this Airport, built in the midst of wildlife sanctuaries, wages an ongoing battle against birds and animals that could pose a risk to air safety. Removal of habitats and obstruction of migration routes has led to an increase in human-elephant conflicts. Moreover, this could lead to a several environmental issues such as, biodiversity loss (wildlife, agro-diversity), loss of landscape/aesthetic degradation, deforestation, and loss of vegetation cover, reduced ecological / hydrological connectivity, air pollution, noise pollution, and other environmental impacts. As a responsible travel company, we do not suggest any arrivals/departures from/to this airport. All out arrivals and departures are circulating from Bandaranaike International Airport (BIA).

8. Encourage to offset the carbon foot print where ever we get the opportunity.

**Encourage human relationship with trade partners & among the trade participants.**

Safeguard the society, nature, and the environment by avoiding any harassment, abusing and exploitation of the underprivileged & children at any cost for any ulterior benefit or indecent practices. Minimise harm to nature and the environment & promote our guests to be mindful, be attentive of any such activity but to discourage such attempts harmful to the environment.

**NATIONAL TOUR GUIDES/CHAUFFEUR GUIDES**

As a responsible DMC in Sri Lanka operating for over 29 years in the travel and tourism industry, it is always our priority to respect the social, environment and economic backgrounds & to implement sustainable practices whilst deciding a full tour package for our customers. We shall recruit only locals for our operations at all times where ever possible & have out siders only if there are no locals available at any given time. This is a firm company policy to uplift the lives of local Sri Lankans.

---

This policy is to be validated after the approval by the Board of Director and will be circulated among all staff members. The policy will be reviewed every 2 years to ensure its relevancy and accuracy. The Directors must approve any deviations to this policy.

**Sustainable Principles for Chauffeur guides and National guides.**

Among the available chauffeur guides and national guides in Sri Lanka, those who follow and respect our Sustainable Policy Agreement shall be selected to be our partners in our operations. As per the Policy Agreement, the following key points are considered



SUSTAINABLE TRAVEL  
INTERNATIONAL™  
*I leave the world a better place®*



sensitively in order to promote travel proposals to our travelers in Sri Lanka as well as to enhance the sustainable practices in the tourism sector of Sri Lanka.

**Completion of Travelife Online courses by chauffeurs/national guides.**

It will be mandatory to complete at least one course out of the 3 main courses offered by Travelife online in order to commence a tour with Acme Travels. The chauffeurs/national guides should submit copies of the certificates of each course to the company. The balance to be completed inside 1 year.

1. Leading the Way online course.
2. Guides and Sustainability online course.
3. Child Protection Training online course.

**Minimizing the risks to the environment and the society.**

All the respectful chauffeurs and national guides should be well aware of minimizing the effects on the surrounding environment and society during the tour in Sri Lanka. They should always inform the clients to respect the cultural values of sites and obey the general principles when visiting such cultural sites. For example- It is the chauffeur/national guide's responsibility to provide mobile garbage disposals while doing a trek in a rainforest or inside a reserve. Garbage disposals inside reserves/rainforest are strictly prohibited. Moreover, the chauffeurs/national guides should aim to keep materials in use for as long as possible during the tour in order to minimize the amount of solid waste that is disposed in landfill or through incineration. This enables to help reduce the negative environmental, social and cultural impacts.

**No plastic policy**

In line with the above principle, all chauffeurs and guides are advised to minimize the use of plastic products during the tour in Sri Lanka. The travelers should encourage to use of wooden products when carrying things during the tour or any excursion such as hike / trek etc.

**Energy Efficiency**

It is mandatory to test carbon emission of each vehicle on yearly basis. A copy of the 'Passed certification' of the carbon emission test should be submitted to the office along with other necessary documents. Chauffeurs are advised to use 'Eco Mode' in the vehicle during the tour in order to minimize the negative environmental impacts. Moreover, a 'Full-service' report needs to be submitted in every 3 months before commencing a new tour.

**Interact with the local community**

All chauffeurs/local guides must respect to the sustainable practices when they promote any local attractions where the clients will interact with the local community.

They are responsible for,

- Clients' safety during any local event,
- The food hygiene and the safety methods for any gastronomy lesson in a local house.
- Any refreshment offered by locals
- Necessity of donations for local values.

**Environmental Protections**

All chauffeurs/local guides must know their limitation in terms of protecting the environment and the bio-diversity. Especially the species that are listed in the red-book and some of the plants that are threatened with extinction. Further to this, it is restricted to offer any activity that harm humans, animals, plants. Natural species or any activity which is socially/culturally unacceptable.

**Customer Communication**

All chauffeurs/local guides are advised to inform the traveler about principle sustainable policies and rules and regulations when commencing a tour on the 1<sup>st</sup> day. Whilst, visiting a religious place or cultural site, clients are advised to be concerned about their dress code before entering such places. Moreover, the respective chauffeurs and guides should inform clients that plants breakage should not be done during a visit of a reserve. Clients should also be informed the products that can be taken out from Sri Lanka and products that they cannot/should not be taken out from Sri Lanka.

**Child Protection**

It is chauffeur/national guide's responsibility to inform the company that if any child below 14 years are employing any tourism-based activity and they should not promote any service from them to the travelers during the tour. Further to this, any sexual exploitation of children is strictly prohibited under any circumstances.

**-Sustainable Trainings for Chauffeur guides and National guides.**

It is mandatory to complete following training programs by chauffeurs/national guides in order to commence business partnerships with our company.

***Completion of Travelife online courses.***

Copies of the certificates of following courses should be submitted to the office.

Leading the way / Guides and Sustainability / Child Protection

**Qualifications and Trainings.**

All chauffeurs/national guides should complete the licensed guide course followed by the Sri Lanka Tourism Development Authority (SLTDA) and should submit the copies of the certificate and the guide license to the company.



SUSTAINABLE TRAVEL  
INTERNATIONAL™  
*I leave the world a better place®*



**Communication Methods with the Chauffeur guides/National guides.**

We use following methods in terms of communication with our chauffeurs/national guides before commencing the tour or during the tour.

**Contract/Agreement**

A professional agreement will be given to each regular chauffeur guide/national guide and to read all our sustainable policy statements, code of conduct and terminations and sign it upon agreement. By signing the agreement, the chauffeur guide/national guide is responsible and should respect our sustainable excursion principles.

**Company visit**

Each chauffeur/national guide will come to the office in-person to collect the tour proposal and other tour related documents from the travel consultant in the company. The responsible travel consultant of the tour will brief the tour program and the sustainable practices to the chauffeur/national guide. The tour advance amount, paging board to page the client at the airport, guest comment sheet and the digital format of hotel vouchers (paperless) will be given to the chauffeur/national guide at this point. Any other relevant documents shall be sent to his email if necessary. Paper-based documents are not printed as much as possible unless it's really necessary.

**WhatsApp group communication**

All necessary information during the tour, any change of plan while on the tour, any travel related documents during the tour will be communicated by a WhatsApp group. This method is very easy to communicate with chauffeurs/guides. However, using mobile phone while driving is strictly prohibited.

**Terminations / Sanctions.**

As per the contract/agreement, all the chauffeurs/national guides should respect the code of ethics and sustainable practices. If they failed to respect to the agreement, a warning will be sent to the relevant chauffeur or national guide asking for an explanation. If the same violation is repeated again, our agreement will end with the relevant person & will not considered for any future operations of the company.

**List of Sensitive Excursions**

| List of Sensitive Excursions   | Duties and responsibilities of guides / chauffeurs   |
|--|--|
| Safari tours in any reserve by Jeep 4X4<br>List of safaris we promote -<br>Udawalawe / Yala / Wilpattu /<br>Minneriya / Kaudulla | <ul style="list-style-type: none"> <li>• Check the safari vehicle and the driver are certified and obeying the environmental equities during the safari inside the reserve.</li> <li>• Check whether the safari tour respects to minimize the effects on the surrounding environment and local communities.</li> <li>• Be aware that no guests are allowed to get</li> </ul> |

|  |   |
|--|---|
|  | <p>down from the safari jeep and not to interrupt the wild animals.</p>   |
| <p>Village Tours &amp; visit of local communities in Sri Lanka</p> | <ul style="list-style-type: none"> <li>• Check whether the supplier of a particular activity/ties is respecting the sustainable practices.</li> <li>• Check whether the supplier is employing any children below 14 years.</li> <li>• Must adhere to discourage the guests to use of plastic products during a visit / activity in rural areas.</li> </ul>  |
| <p>Whales and Dolphins Watching in Sri Lanka</p>                   | <ul style="list-style-type: none"> <li>• Check the assigned boat/s and the on-board crew are certified and obeying the environmental equities during the boat tour.</li> <li>• Check whether the boats respect to minimize the effects on the surrounding environment and species in the sea during the tour.</li> <li>• Must check whether the supplier is employing any children below 14 years.</li> <li>• Whales and Dolphins are sensitive for near-movements and sounds. Guides and chauffeurs must be aware not to let the boat move towards the giant sea species for any guest's request.</li> </ul> |
| <p>Sinharaja Rain Forest Reserve</p>                               | <ul style="list-style-type: none"> <li>• Check whether the hiring naturalist/s is/are certified and obeying the environmental equities during the visit inside the reserve.</li> <li>• Check whether the naturalist/s is/are respecting the allowed routes to use inside the reserve and not to promote any other routes or alternatives that are restricted by law.</li> </ul>   |

## Transport

As a responsible travel company in Sri Lanka serves Transportation cum Tour for foreigners & Locals to our thousands of previous travelers over 29 years in the travel and tourism industry, it is always our priority to respect the social, environment and economic backgrounds and to implement sustainable practices whilst deciding a full tour package to our customers.

This policy is to be validated after the approval by the Board of Director and will be circulated among all staff members. The policy will be reviewed every 2 years to ensure its relevancy and accuracy. The Managing Director must approve any deviations to this policy.

### **A. Transport and the Environment**

#### **L. Energy**

##### 2.1

It is the priority of the Government to take steps to reduce the dependency on petroleum fuels for its mobility requirements. This would be in the form of actively promoting the use of less energy consuming modes of transport- with an emphasis on increasing the share of users on public transport, reduction of unnecessary travel, improved vehicle technology and better management of transport systems including that of the road network and public transport network. Try & avoid as far as possible domestic transportation by air using helicopters or small aircrafts & sea planes etc. Encourage clients to use other sustainable transport. At least minimize the effect to the environment.

##### 2.2

The government will encourage through fiscal and non-fiscal measures, the conversion and adoption of vehicles from fossil fuels to alternative fuels that are less polluting.

##### 2.3

The Government will re-structure the present tariffs regime in order to discourage the importation and use of energy inefficient vehicles.

##### 2.4

The Government will also take measures to encourage the use of non- motorized modes of transport where appropriate.

### **B. Use of Technology & Research for modernization**

#### 1.1

We are encouraging innovation and modernization of the transport sector, using modern technology to ensure greater passenger convenience, improved management and sustainable transport systems. This would include improvements to standards of vehicles, passenger terminals, safety and security systems, control systems that improve reliability etc.



## 1.2

Special and urgent attention would be given to the development of ICT based solutions. Towards this end there would be an effort to support the research, development and adaptation of such technologies to the needs of the transport sector in Sri Lanka.

**C. POLICY INTERVENTIONS FOR SUSTAINABILITY**

Correct Multi Modal Mix  
Public & Private  
Non-motorized & Motorized

**Integrating Land Use and Transport**

Minimize need to travel  
Traffic Restraints in Urban Areas

**Address SME Sector Management Issues**

Buses  
Vans  
Cars

**POLICY INTERVENTIONS**

Infrastructure  
Safe Roads  
Clean Roads  
Cost effective roads  
Vehicles  
Type  
Legislation  
Standards  
Fuel  
Standards

**D. Fire Safety**

You are required to understand how to act and behave in case of Fire and the use of Fire Extinguisher in your vehicle. First attend to the safety of your client and then attend to extinguishing the fire.

**E. Signage**

## 1.1

For coaches and Mini Coaches notices containing the following minimum instructions, either in English or pictogram. Should be visible to all passengers.

## 1.2

Emergency Exits if available (including location and operating instructions)  
Locations of fire extinguishers  
No smoking

Number of passengers permissible  
Wear seat belts were provided  
Do not distract the driver when the vehicle is in motion

### 1.3

For Cars and Micros, notices containing the following minimum instructions, either in English or pictogram should be visible to all passengers.

Wear seat belts  
No smoking  
Do not distract the driver when the vehicle is in motion.

## F. Vehicle Checks

### 1.1

Regular checks of the vehicle to ensure that the vehicle to ensure that the operating safely should be made by the driver including:

### 1.2

Lights (head, side, brake, indicators, and hazard, reversing) should be fully operational, casing not broken and the correct colour breaks all systems fully functioning and fluid level correct.

Tyres ensures sufficient tread depth, condition and pressure, including spare. Horn in working condition. Oil, Coolant, screen wash all topped up to the correct level.

Windscreen wipers and blades, fully functioning, clean and effective

Seat belts operating correctly

Emergency exits (larger Mini buses 18+ seats) clearly signed and in working order.

Windows Hammers (coaches), fire extinguishers and first aid box all in place and clearly signed.

## G. Revenue license & Insurance covers

### 1.1

Please see that the insurance papers & revenue license are in order before Commencements of any tour, excursion or transfers

## H. Emergency

All vehicles should be equipped with first aid kit, spare bulbs/ torch, and if appropriate a warning triangle etc.

## I. Other important safety requirements

### 1.1

The ventilation systems (air conditioning) should be in full working order.

### 1.2

All seating provided should be securely fixed and be maintained in a good clean condition.

- E.g. :** Free from splits/tears etc and should not have any exposed metal parts.
- A seat must be provided for each customer over the age of 2 years.
  - Passengers should always enter the vehicle from the pavement or side walk & exit the vehicle on to the pavement or side walk
  - The first aid box is available at all times and the items specified are in good Condition in all larger vehicles.

**FIRST AID KIT/MEDICAL KIT (COMPONENTS)**

| COMPONENT                    | PURPOSE                                   |
|------------------------------|---|
| Paracetol                    | Pain killer                               |
| Wintogeno                    | Muscular pain/ stiffness                  |
| Burnol                       | Burns, Scalds                             |
| Soframycin                   | Wounds, Cuts, Ulcers, Boils               |
| Providone lording solution   | Cuts and Wounds                           |
| Surgical spirit              | Antiseptic                                |
| Scissor + Tweezers           | Wound dressing                            |
| Cotton wool / Cotton Bandage | Wound dressing                            |
| Gauze / Lint                 | Wound dressing                            |
| Adhesive plaster             | Wound dressing                            |
| Plaster strips               | Wound dressing                            |
| Crepe Bandage                | Wound dressing                            |
| Siddhalepa balm              | Wound dressing                            |
| Vicks or Lozenge's           | Wound dressing                            |
| Pair of Gloves               | Colds, Sneezing, Flu<br>Throat infections |

**J Eye sight requirement**

1.1

6/9 on the Snellen scale a.in the better eye (with glasses or contact lenses. If worn)

1.2

6/12 on the Snellen scale b.in the other eye (with glasses or contact lenses, if worn)

1.3

3/60 on the Snellen scale c. in each eye without glasses or contact lenses.

1.4 The ability to read the sixth (5<sup>th</sup>) line on a standard Snellen chart from a distance of six (6) metres.

**K. During the Tour**

- Keep Distance at least 1.5 meters whenever practical.
- Minimize the number of passengers (e.g., the driver and only two passengers in a four door or standard-sized vehicle & six passengers in a van maximum).
- Maximize the distance between the individuals inside the vehicle.



- If possible, drive with the windows open to maximize the air flow.
- Avoid unnecessary contact with frequently touched surfaces such as door frame/handles, windows, seatbelt buckles, steering wheel, gearshift, signalling levers, and other vehicle parts before cleaning and disinfection.
- All guests should handle their own personal bags and belongings during loading and unloading.
- Regularly check temperature and look out for tourists with respiratory symptoms such as cough or runny nose or shortness of breath frequently during the tour.
- Those who are unwell with temperature of 37.6 degree Celsius or higher, and/or display respiratory symptoms should be directed by the organization for immediate medical (call 1390 /1999) and report such occurrences to local MOH office and the SLTDA.
- Transportation within the sites: (For jeeps, buggy cars, boats, observation vehicles etc) i. 50% of the normal occupancy or less than that is allowed, enabling to maintain 1.5 m social distancing as prescribed by MoH
- All visitors should sanitize their hands before getting into the vehicle including feet
- Face masks are compulsory for the chauffeur / guides & for the tourists
- Hand sanitizers should be fixed inside the vehicle
- Disinfection procedures to be followed of the vehicle after each visit
- While visiting plantations (i.e. tea, or spices), or meeting with rural communities, visitors should always wear face masks and maintain 1.5 m distance
- **Hygiene**  
Be mindful of the general environment, cleanliness of toilets and the food served at restaurants /meal stops is hygienic. Any matters concerned should be brought to the immediate notice of the operational staff of the company or to the Health & Safety department.

#### **Unauthorized Passengers**

Chauffeurs should comply with the journeys allocated to them in the most direct route and should not stop to pick up any additional unauthorized passengers en - route.

A professional agreement will be given to each regular chauffeur guide/national guide and to read all our sustainable policy statements, code of conduct and terminations and sign it upon agreement. By signing the agreement, the chauffeur guide/national guide is responsible and should respect our sustainable excursion principles.

#### **Company visit**

Each chauffeur/national guide will come to the office in-person to collect the tour proposal and other tour related documents from the travel consultant in the company. The responsible travel consultant of the tour will brief the tour program and the sustainable practices to the chauffeur/national guide. The tour advance amount, paging



board to page the client at the airport, guest comment sheet and the digital format of hotel vouchers (paperless) will be given to the chauffeur/national guide at this point. Any other relevant documents shall be sent to his email if necessary. Paper-based documents are not printed as much as possible unless it's really necessary.

#### ***WhatsApp group communication***

All necessary information during the tour, any change of plan while on the tour, any travel related documents during the tour will be communicated by a WhatsApp group. This method is very easy to communicate with chauffeurs/guides. However, using mobile phone while driving is strictly prohibited.

#### **Terminations / Sanctions.**

As per the contract/agreement, all the chauffeurs/national guides should respect the code of ethics and sustainable practices. If they failed to respect to the agreement, a warning will be sent to the relevant chauffeur or national guide asking for an explanation. If the same violation is repeated again, our agreement will end with the relevant person & will not be considered for any future operations of the company.

All employees and the participants involved in the company to be mindful of conserving energy and natural resources. Avoid any wastage of precious water, practice the principal of reuse, reduce or recycle in consumption of products in our operations. Avoid products which are harmful to nature & to be conscious of nature friendly activities and use of such eco-friendly products as far as possible.

#### **Energy Efficient & Energy Saving for purchasing New Equipment's - Electrical and Electronic in the future**

- \*All the New Equipment purchasing as above in the future require Board of Directors prior approval
- \*Give Priority to Local Goods & Services suppliers / Local Products Manufactures
- \*Environment friendly and Recyclable products details should be checked
- \*Minimizing products which will have more Waste, E- Waste and General Garbage; Reduce the use of Chemicals, Liquids and similar products harmful to the nature also limit Plastic and Polythene and other Non-Biodegradable Products always possible
- \*Always possible buy rechargeable batteries and refilling toners / cartridges
- \*Increase bulk purchasing when always possible (Bulbs / Lighting products).
- \*The Products prices should be verified and compared between similar products and different brands when checking the products.
- \*Low Energy Saving, Low energy and Energy Efficient modes (Sleeping, Eco Energy, Automatic Switch-Off and any other long-term quality and life cycle details should be verified.
- \*Electric Lighting and Bulbs Wattage Consumption Lights production (in Lumen) should be compared
- \*Guarantee and Warranty details should be checked and verified.



SUSTAINABLE TRAVEL  
INTERNATIONAL™  
*I leave the world a better place®*



\*The products such as Computers, Printers, UPS units, air-conditions units, Fax Machines should pass through stringent quality & sustainability requirements where energy can be saved quite a lot.

\*Staff training on Energy Efficient & Energy Saving on environmentally friendly products and practices should be shared.

### **Procurement Policy & Reduction of disposable and Consumable goods**

\*Give Priority to Local Goods & Services suppliers / Local Products Manufactures

\*Increase environment friendly Methods, Products, Practices and Using

\*Preference to Organic, Recyclable and Natural Products or Biodegradable Products

\*Minimizing products which will have more Waste, E- Waste and General Garbage; Reduce the use of Chemicals, Liquids and similar products harmful to the nature also limit Plastic and Polythene and other Non-Biodegradable Products

\*Always whenever possible purchase only rechargeable batteries and refilling toners / cartridges

\*Follow proper procedures when disposing the batteries / cartridges / toners & the e-waste / e-garbage. Store them carefully & dispose them in a safe manner not harming the environment.

\*Preference to Recyclable Consumer Products manufactured from recycled materials

\*Increase use of sharing E-Documents - Internal Computer Network (Outlook / Sharing or Common Folders) instead of printed Documents

\*Limit use of Paper (Photocopies / Stationary) and other similar products

\*Increase bulk purchasing when always possible.

\*Introduction of Pen drive use for the Tour Chauffeurs with saved copies of Voucher Confirmation in the pen drive instead of providing printed copies.

\*Limit printing to reduce paper use and reduce ink/toner cartridge use

If printing required to have both side printing when always possible

\*Purchasing when always possible - Eco Friendly Items

\*Office staff encourage to use Ceramic / Glass Mugs / Cups / Bottles for personal use instead of plastic / cardboard single time use cups

\*Energy Saving or Low Energy / Energy Efficient Modes Bulbs and other electrical devices and products whenever possible. Have clear signs near switches & equipment regarding saving electricity & the environment.

\*Automatic Switch-Off / Sleeping Modes Devices when not in use.

\*Hygienic and Clean Water use for Drinking and washing. Have clear signs displayed asking to conserve water as far as possible as water is valuable.

\*Encourage Environment friendly materials and procedures for Office maintenance / renovations


\*Staff training and information sharing on environmentally friendly products and Practices. To be done periodically.



www.acmetravels.com

Our company ensures that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease.

Eventually to gradually increase the contributions up to 20% by year 2030, from the 10% as it stands now from our profits for the corporate social responsibility activities, which will improve the standard of living of the under privileged, by uplifting the society & eradicating poverty.

ACME TRAVELS (PVT) LTD  
  
.....  
DIRECTOR

For further information please contact Sustainable Coordinator

Shan Samsudeen

Email [shanx2005@gmail.com](mailto:shanx2005@gmail.com)

[info@acmetravels.com](mailto:info@acmetravels.com)

Telephone + 94 11 4527575 / + 94 11 2596114



SUSTAINABLE TRAVEL  
INTERNATIONAL™  
*I leave the world a better place®*



Acme Travels (Pvt.) Ltd. 246 Park Road Colombo 05 Sri Lanka Tel+ 94 11 4527575, 2596114, 2554538 Fax + 94 11 2554539  
E mails – [info@acmetravels.com](mailto:info@acmetravels.com) [acmetrvl@sltnet.lk](mailto:acmetrvl@sltnet.lk) Web Site [www.acmetravels.com](http://www.acmetravels.com) [www.acme.travel](http://www.acme.travel)