

## Sustainability Policy of Jetwing Eco Holidays

### ***Mission Statement:***

Provide legendary Sri Lankan hospitality through a diversified and experienced local team, showcasing our natural and cultural heritage while minimizing social and environmental impacts for the sustainable benefit of our stakeholders.

### ***Scope of Application:***

This Sustainability policy underscores Jetwing Eco Holidays commitment to responsible tourism by highlighting our passion for preserving the environment, prioritizing the well-being of our associates, suppliers and customers, upholding corporate social responsibility, ensuring compliance, fostering valuable partnerships with the communities we work in and encouraging collective commitment by all to uphold sustainability practices. It is a guiding blueprint that shapes our decision-making processes, operational strategies and collaborative endeavors.

### ***Sustainability at Jetwing Eco Holidays:***

At Jetwing Eco Holidays, we firmly believe that tourism cannot exist in isolation. We are dedicated to building positive and mutually beneficial relationships with the local communities in which we operate. We aim not only to coexist but to actively contribute to the well-being of these communities through the support of our operations and our dedicated efforts to enhance their quality of life by providing opportunities to supplement and enhance their livelihoods.

Respect for the environment and a commitment to the principles of sustainable corporate management have always been at the core of Jetwing's ethos. As a family of companies under the Jetwing umbrella, we extend this commitment to our travel division, Jetwing Eco Holidays, where responsible travel is a fundamental value. In fact, it is in our DNA and the basis on which our founder built the company over five decades ago!



## **Objectives:**

- Minimize Environmental, Social and Governance (ESG) impacts through sustainable practices.
- Prioritize well-being and continuous growth of associates.
- Engage with and support community and economic development of local communities.
- Encourage responsible travel and tourism.
- Uphold compliance and introduce industry best practices.
- Foster sustainable partnerships and collaborations
- Maintain a sustainable supply chain.
- Raise public awareness and educate stakeholders.
- Continuously improve and innovate in sustainability efforts.
- Achieve carbon neutrality by the year 2050.
- Continuously enhance our sustainability performance through comprehensive assessments and reporting.
- Maintain the accountability and transparency in our sustainability performance.

## ***Principles:***

1. **Environmental Stewardship:** Prioritize the protection and conservation of the environment by minimizing our ecological footprint, preserving natural habitats and promoting responsible resource consumption and waste reduction.
2. **Social Responsibility:** Uphold a commitment to the well-being and fair treatment of employees, local communities and stakeholders, promoting diversity, inclusivity and fostering positive relationships with all involved parties.
3. **Ethical Conduct and Integrity:** Adhere to high ethical standards in all business practices, ensuring transparency, honesty and fairness in our operations, transactions and interactions.
4. **Compliance with Laws and Regulations:** Strictly comply with local, national and international laws, regulations and standards related to sustainability and environmental protection in all aspects of our operations.

5. Sustainable Supply Chain: Work with suppliers and partners who share our commitment to sustainability, prioritizing those who demonstrate environmentally and socially responsible practices throughout their operations.
6. Climate Action and Mitigation: Actively work towards reducing greenhouse gas emissions, adopting renewable energy sources and implementing initiatives to mitigate climate change impacts within our operations and beyond.
7. Community Engagement and Support: Engage with communities to understand their needs and concerns and actively contribute to their development through initiatives that enhance education, health and overall well-being and use local resources as often as possible.
8. Innovation and Technology: Embrace innovation and sustainable technologies to improve our products, services and processes, seeking continuous improvement and efficiency gains in alignment with sustainability goals.
9. Biodiversity and Conservation: Support biodiversity preservation, conservation efforts and restoration projects to protect endangered species and habitats, contributing to the overall health and balance of ecosystems.
10. Continuous Improvement and Reporting: Continuously monitor, evaluate and improve our sustainability performance and provide regular, transparent and accurate reporting to stakeholders regarding our progress and achievements towards our sustainability objectives.
11. Education and Awareness: Educate and raise awareness among our associates, stakeholders and customers about the importance of sustainability and encourage active participation in sustainable practices both in the workplace and in their daily lives.
12. Circular Economy and Waste Reduction: Promote a circular economy approach, minimizing waste through recycling, reusing and reducing material consumption and encouraging responsible product lifecycle management.
13. Transparency and Accountability: Maintain transparency by regularly reporting on our sustainability performance, achievements and areas needing improvement and hold ourselves accountable for our sustainability commitments and regularly review our progress to ensure we meet our objectives.



## **Policy Statements:**

### **01. Environmental Stewardship:**

#### **1.1. Resource Efficiency:**

- In the next five years, we aim to reduce our energy and water usage and generate less waste. This makes our operations more efficient, less harm on the environment and save valuable resources through sustainable practices.

#### **1.2. Waste Management:**

- We use smart ways to deal with waste, such as recycling and upcycling and reducing the use of plastics within the areas we operate.
- We aim to make less waste, support the economy and be kinder to the environment through a responsible waste management system.

#### **1.3. Sustainable Mobility:**

- We aim to boost the use of eco-friendly transportation by 10% each year. This will help cut down on carbon emissions and encourage greener travel options.

#### **1.4. Wildlife and Biodiversity Conservation:**

- We set specific targets to protect and enhance local biodiversity, promoting responsible tourism that harmonizes with the natural heritage of the areas we operate.

#### **1.5. Emissions and Climate change mitigation:**

- We aim to achieve carbon neutrality by 2050, demonstrating our commitment to mitigating climate change and reducing our carbon footprint. Our strategy involves investments in renewable energy, carbon offset projects and carbon capture initiatives.
- We aim to minimize our environmental impact and contribute to a greener future, aligning with global efforts to combat climate change and protect the planet.



## **02. Family:**

### **2.1. Professional Development:**

- We implement training programs annually to enhance the skills and facilitate career development for all associate.
- We specifically provide awareness and training programs to our chauffer guides and tour agents for better stakeholder engagement.

### **2.2. Personal Development:**

- We conduct several personal development programs to promote the safe and healthy work environment.

### **2.3. Safe and Healthy Work Environment:**

- We ensure a safe and healthy work environment by minimizing occupational hazards and incidents for all associates while prioritizing the occupational health and safety of our associates.

### **2.4. Diversity and Inclusion:**

- We are committed to fostering a diverse and inclusive workplace, embracing a diverse team with varied perspectives and experience.
- We promote a workplace culture that values and respects differences, enabling innovation, empathy and understanding among our associates

### **03. Community and Culture:**

#### **3.1. Social Responsibility:**

- We allocate a certain percentage (1%) of annual profits to community development projects by the following fiscal year to demonstrate commitment to social responsibility by investing in the betterment of local communities and aligning business success with community welfare.

#### **3.2. Volunteering opportunities:**

- We facilitate employee volunteering in local communities for a minimum of 300 hours annually.
- We promote a sense of corporate citizenship, teamwork and fostering positive relationships with local communities.

#### **3.3. Public Awareness and Education:**

- We raise awareness among stakeholders regarding sustainable practices and responsible tourism, promoting collective responsibility and a broader understanding of the importance of sustainability.

#### **3.4. Child Protection and Sexual Exploitation**

- We are committed to safeguarding children and preventing sexual exploitation in all our activities by ensuring a safe and nurturing environment.
- We adhere to ethical principles and support initiatives that promote child safety, welfare and a sustainable future for all.

## **04. Travel with Purpose:**

### **4.1. Promoting Responsible Travel:**

- We encourage responsible travel practices that respect local cultures, preserve natural and cultural heritage and maximize positive impacts while minimizing negative ones.
- Our commitment to sustainable tourism and ensures a more enriching and respectful travel experience

### **4.2. Partnerships and Shared Commitment:**

- We establish partnerships with local and international sustainability focused organizations that share our commitment to sustainability, aiming to collectively work towards a more sustainable future.
- We are committed to sharing success stories and case studies that highlight the positive impact of our sustainability initiatives.

### **4.3. Innovation and Continuous improvement:**

- We continuously review and enhance our sustainability practices, incorporating innovative solutions to stay at the forefront of sustainable tourism.
- We continually explore and adopt innovative technologies that align with our sustainability efforts and integrate technology solutions that reduce our environmental impact, enhance operational efficiency and support our sustainability objectives.

## **05. Governance and Regulatory**

### **5.1. Anticorruption**

- We are dedicated to a corruption free environment while fostering sustainability and unwavering commitment to zero tolerance for corruption at all levels.

### **5.2. Compliance and Best Practices:**

- We ensure consistent compliance with all relevant local and international regulations and standards by upholding legal and industry compliance establishes ethical operations, building trust with stakeholders and minimizing risks associated with non-compliance.
- We conduct regular internal and external sustainability audits to ensure adherence to established sustainability policies and best practices to promote continuous improvement and assess effectiveness in sustainability initiatives.

### **5.3. Implementation Strategy and Risk Management:**

- We are planning to establish a Sustainability Management Framework (SMF) and set quantifiable targets and Sustainability key performance indicators (KPIs) to measure progress towards sustainability performance, objectives and reporting outcomes regularly for transparency and accountability.
- We establish a Sustainability Task Force within the company to oversee policy implementation and progress tracking.
- We conduct regular training and awareness programs for associates to instill a culture of sustainability.
- We collaborate with external experts to ensure compliance with global sustainability standards.
- We implement robust crisis and risk management strategies to ensure that sustainability remains a priority even in challenging circumstances.

### **5.4. Public Reporting and Communication:**

- We publish an annual sustainability report of Jetwing Travels by showcasing progress, challenges and goals.



- We strive to obtain Travelife certification, actively track our sustainability performance and provide regular updates on our progress in sustainability reporting through sustainability coordinator.
- We annually collaborate and release a report with the United Nations Global Compact Network, showcasing our sustainability efforts and commitment to responsible business practices.
- We maintain an open channel of communication through our website, social media and direct engagement with stakeholders.
- We welcome feedback from our associates, clients and the public, demonstrating our commitment to continuous improvement and inclusivity in our sustainability journey.

#### **5.5. Accountability and Transparency:**

- We do our work with honesty and make financial decisions fairly and openly, following the rules.
- By being accountable and transparent, we keep the trust of everyone involved and aim for long lasting financial success and stability.

#### **5.6. Sustainable Economic Footprint:**

- We strive to foster positive economic growth, generate equal employment opportunities, support local businesses and contribute to the well-being of the communities we serve.
- Our aim is to create a sustainable economic footprint that enhances the prosperity and resilience of the regions where we operate

## **06. Sustainable Sourcing:**

### **6.1. Sustainable Supply Chain:**

- We recognize the importance of sustainability in our supply chain and collaborate with suppliers and partners who share our sustainability values, fostering a responsible and sustainable supply network to minimize adverse environmental and social impacts.

### **6.2. Accommodations and Destinations:**

- We select accommodations and destinations that comply with sustainability and quality standards with a special focus on the following items;
  - Do they have a signed sustainability contract?
  - Do they have a water saving program?
  - Do they have an energy saving program?
  - Do they have a waste management program?
  - Do they have an energy reduction system?
  - Do they have a sustainable supply chain?
  - Do they have a child protection policy?
  - Do they conduct CSR activities?
  - Do they train employees in Health & Safety?
- We motivate and encourage partner accommodations and destinations to become sustainably certified.
- We prefer and select accommodations and destinations that are locally owned and managed.
- We select accommodations that employ local communities (Please refer the Accommodation policy, 9 as well)

### **6.3. Sustainable Excursion and Sensitive Activity Types:**

- We prioritize excursions and sensitive activity types that align with recognized and well-managed sustainability standards whenever they are accessible.
- We adhere to a policy of not offering excursions and attractions that involve captive wildlife, unless such activities are in strict compliance with applicable local, national and international laws and regulations.



## **07. Management of Freshwater and Marine Impacts:**

### **7.1. Freshwater Management:**

- Ensure efficient water usage through water saving technologies in all operations. Regularly monitor water consumption and aim for a 5% reduction annually.

### **7.2. Marine Conservation:**

- Partner with local authorities to protect marine ecosystems. Avoid excursions that could harm marine life and promote responsible tourism around marine areas.

### **7.3. Plastic Reduction:**

- Reduce single-use plastics, particularly in coastal and marine settings, to minimize ocean pollution.

## **08. Impacts on Children When Visiting Schools:**

### **8.1. Respect for Local Education Systems:**

- When organizing school visits, ensure these activities respect the learning environment and do not disrupt educational processes.

### **8.2. Child Welfare:**

- Prioritize the well-being of children, ensuring visits align with child protection policies.

### **8.3. Educational Contribution:**

- Encourage contributions that benefit the school, such as donating materials or supporting educational programs, rather than simple touristic interaction.



**Other Guidelines:**

**09. Accommodation Policy:**

- 9.1. Sustainable Accommodations:** Select establishments with eco-friendly practices like energy efficiency, water conservation and waste reduction.
- 9.2. Locally Owned:** Prefer accommodations owned and operated by local communities to support the local economy.

**10. Excursions Policy:**

- 10.1. Ethical Wildlife Encounters:** Promote wildlife experiences that respect animals in their natural habitats and avoid attractions involving exploitation.
- 10.2. Cultural Sensitivity:** Ensure excursions are respectful of local customs and traditions, providing educational value while minimizing disruption.

**11. Transportation Policy:**

- 11.1. Eco-Friendly Transportation:** Encourage the use of electric vehicles, bicycles and other low carbon transportation methods during tours.
- 11.2. Group Transport:** Promote shared transport options to reduce carbon emissions.

At Jetwing Travels, we remain committed to driving responsible and sustainable travel practices. Our policies are designed to ensure a balance between tourism development and the preservation of our cultural and natural heritage.



For more details, please contact the Sustainability team of Jetwing Travels

Contact person: Kalani Samarakoon (Sustainability Coordinator)

Contact number: 077/ 635 8687

Email address: [kalani@jetwing.lk](mailto:kalani@jetwing.lk)

