

TRAVELIFE SUSTAINABILITY POLICY AND PROCEDURES HANDBOOK

Ceylon Escapade (Pvt) Ltd

1. Introduction & Policy Statement

Ceylon Escapade is a responsible inbound tourism company operating in Sri Lanka, committed to sustainable tourism practices that minimize negative impacts on the environment, society, culture, and economy while maximizing positive contributions to local communities.

This Sustainability Policy is endorsed by top management and reflects the company's structure, scale, and activities. It applies to all employees, suppliers, partners, and stakeholders involved in our operations.

We commit to continuous improvement in sustainability performance in line with **Travelife standards** and applicable national regulations.

2. Scope of the Policy

This policy covers all company operations, including:

- Tour planning and operations
 - Supplier selection and partnerships
 - Office management and administration
 - Customer communication and awareness
 - Employee management and workplace practices
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3. Sustainability Management & Responsibility

- Top management ensures implementation and periodic review of this policy.
- A designated Sustainability Coordinator (or responsible staff member) monitors compliance and performance.
- Sustainability considerations are integrated into daily operations and decision-making.

- Staff are informed and trained on sustainability practices.

4. Environmental Sustainability

Ceylon Escapade is committed to reducing environmental impact through:

4.1 Resource Management

- Reducing energy and water consumption in office operations
- Encouraging efficient use of air-conditioning, lighting, and equipment
- Promoting paperless operations and double-sided printing

4.2 Waste Management

- Minimizing waste generation
- Promoting recycling and reuse practices
- Avoiding single-use plastics where possible

4.3 Sustainable Transport & Tours

- Encouraging efficient route planning to reduce emissions
- Working with transport providers that maintain vehicles properly
- Promoting environmentally responsible behavior among tourists

4.4 Supplier Engagement

- Prioritizing environmentally responsible suppliers (hotels, transport, excursions)
- Encouraging partners to adopt sustainable practices

5. Social & Cultural Responsibility

5.1 Respect for Local Communities

- Supporting local businesses and community-based tourism initiatives
- Encouraging fair economic benefits for local communities
- Avoiding activities that exploit or harm local cultures or traditions

5.2 Cultural Preservation

- Promoting respect for Sri Lankan heritage, traditions, and religious sites

- Informing clients about appropriate behavior at cultural and religious locations

5.3 Child Protection

- Zero tolerance for any form of child exploitation
 - Raising awareness among staff and clients on child protection policies
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6. Economic Responsibility

- Supporting local economies by sourcing local products and services
 - Promoting fair pricing and ethical business practices
 - Building long-term, fair partnerships with suppliers
 - Encouraging tourism that benefits local communities directly
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7. Human Resource & Health & Safety

Ceylon Escapade is committed to:

7.1 Fair Employment

- Equal opportunity and non-discrimination
- Fair wages and compliance with Sri Lankan labour laws
- No forced or child labour

7.2 Safe Working Environment

- Maintaining safe office conditions
- Providing necessary safety information and training
- Ensuring safe conditions during tours and operations

7.3 Employee Wellbeing

- Supporting staff development and training
 - Encouraging work-life balance and respectful workplace culture
 - Providing a mechanism to report grievances confidentially
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8. Customer Communication & Awareness

- Informing clients about responsible travel practices
 - Encouraging environmentally and culturally respectful behavior
 - Promoting sustainable accommodation and tour options
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9. Supplier Policy

Ceylon Escapade:

- Selects suppliers based on sustainability, quality, and ethical standards
 - Encourages suppliers to comply with environmental, social, and labour regulations
 - Prioritizes local and responsible suppliers where possible
 - Communicates sustainability expectations to partners
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10. Monitoring & Continuous Improvement

- Sustainability practices are reviewed periodically
 - Feedback from staff, clients, and partners is considered
 - Improvement actions are implemented where needed
 - Compliance with Travelife requirements is monitored
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11. Legal Compliance

Ceylon Escapade complies with:

- Sri Lankan labour laws
 - Health and safety regulations
 - Environmental laws and guidelines
 - Tourism-related regulations
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12. Implementation & Review

This policy is:

- Communicated to all employees and relevant stakeholders
- Available internally and upon request
- Reviewed annually or when necessary to ensure relevance and effectiveness

13. Conclusion

Ceylon Escapade is committed to responsible tourism and continuous improvement in sustainability performance, contributing positively to Sri Lanka's environment, communities, and economy.

Approved by:
Management – Ceylon Escapade Partners (Pvt) Ltd

Date: 24/04/2026



Stamp / Signature: