



---

## PUBLIC SUSTAINABILITY PROGRESS REPORT ASEV VIETNAM ( JUNE TO SEPTEMBER, 2023 )

---

We evolve today in a world more and more aware that actions have consequences and it is everybody's responsibility to decide on how we can improve for a more sustainable, ethical and social world we live in. ASEV Vietnam, as a tourist operator has taken a step back and tried to see how we could participate in a more sustainable world. But the process is wide, from protecting the beautiful countries and cultures that we promote to improving the social and human rights in the destination visited. We needed a guideline, so we engage ourselves in the **Travelife certification**.

This journey began in June, and we would want to use this report, along with our internal sustainability meetings, as a chance to reflect on what has been accomplished, how things are progressing and talk about our long-term goals.

### 1 INTERNAL MANAGEMENT

#### ► OUR COMMITMENTS TO OUR PEOPLE

1.1

##### ASEV Vietnam's Human Rights and Labor Practices Policy

Our first step was to assess the human rights and labor situation at ASEV Vietnam: we are a small structure with a lot of verbal communication. We had to assess what was formalized (employment contract) and what was already applied but not written.

##### ACHIEVEMENT:

- Redaction of our Human rights statement and a full handbook policy (rights and obligations).
- Meeting with the team for explanation of all the rights and obligations formalized.
- Use the handbook as induction materials for new employees

##### Training, wellbeing, quality and sustainability

- We believe that knowledge is the key to a pleased team, contented guests and helps everybody to become more involved in our sustainability process.
- In order to empower our employee, we have provided multiple trainings to our team.
- Internal environmental management policies have been created with frequent monitoring of implementation and communication through the notice board.

#### ACHIEVEMENT:

- The health and safety policy were written with the entire office.
- We ensure through regular trainings that employees are comfortable with their position and evolve at the same rhythm as the company.
- Sustainability coordinator appointed with sustainability tasks and responsibilities defined.
- 100% of the team has successfully passed the internal environmental management training and 5 completed the **Basic sustainability training** to gain the title "Travelife's Sustainability Manager"

#### > **Improvement needed; actions planned:**

- Prepare for a trainee position in 2024
- Organise Child protection and Basic sustainability training to the rest of team members.

## ▶ OUR COMMITMENTS TO THE ENVIRONMENT

1.2

#### ACHIEVEMENT:

##### **Redaction and implementation of our office environmental policy:**

###### o Energy and water reduction plan

- Electricity and water consumption are recorded and monitored to follow-up our improvement.
- Create note/reminder for light, air-conditioning and equipment switch off.
- Energy saving mode: purchase equipment with energy saving mode or sustainable label, training for computer saving mode during break.

###### o Waste reduction and sustainable purchase policy

- Purchase policy: to buy with a mind for packaging, locally made product, durable product.
- Reducing paper consumption and ink by printing only when necessary: email, re-use paper.
- Our A4 paper comes from sustainable origin.
- We practiced waste separation and diverted **12% daily office waste** from the landfill.

**Presentation of these policies to the team; training, environment issues included in quarterly meeting.**

#### > **Improvement needed; actions planned:**

- Moving forward to no-plastic office by 2025.
- Creation of Sustainable transportation policy: calculating the carbon footprint for Business travel domestically and internationally.

As a travel agency we work with various suppliers: hotels, restaurants, activity providers. Our choice of partners has an impact on our sustainability level and we continuously build a sustainable network and create privileged partnerships.

#### ACHIEVEMENT:

- ♦ Assessment and evaluation of the sustainability level of our suppliers.
- ♦ Highlight to our sales team and travel agent partners our most “engaged” suppliers.
- ♦ Creation of the list of the certified accommodation suppliers
- ♦ Inform our partners about our sustainability engagement and what this will mean for them.
- ♦ Encourage our partners to engage in more sustainable practices:
  - We have provided them with a sustainable guideline for self-assessment.
  - We have included sustainability clauses through a contract addendum that they have to sign. We clearly indicated that the compliance to these criteria has a direct impact in our partnering choice process. They need to be:
    - Actively engaged in reducing their environmental impact: energy and water reduction and waste management.
    - Support the local community, be sensitive to environment projects and wildlife protection.
- ♦ Refuse to work with suppliers who are not complying with our fundamental sustainable requirements:
  - **For hotels and restaurants:**
    - Respect human rights
    - Child protection
    - Customer privacy
    - Promotion of souvenirs and/or food that contain threatened flora and fauna species listed in the CITES treaty ([www.cites.org](http://www.cites.org)).
  - **For activities:** same regulations as for hotels and restaurants, with an extra clause about captive animals and wildlife interaction.
- ♦ To have in every program proposed and validated at least 1 restaurant, 1 hotel and 1 activity “sustainable”.
- ♦ **50%** of our permanent guides have successfully finished the Guides and Sustainability training by Travelife.
- ♦ Child Protection training: **30%** of the key staff and **50%** of the tour guides have successfully passed the **“Child protection training”** and received certificates by Travelife.

#### > **Improvement needed; action planned:**

- To increase our “sustainable” supplier portfolio and add more and more sustainable partners in our program.

### 3

## OUR CUSTOMERS

Our customers have always been our priority in terms of privacy, transparency, services and satisfaction. Our main changes this last year have been to communicating about our sustainable engagement, bringing awareness about sustainability issues in their destination and giving our customers sustainable tools to make informed decisions.

### \*\*\* ACHIEVEMENT \*\*\*

**Prior to booking:** We work to provide travelers with more and more sustainable options in terms of transport, activities, accommodation and restaurants. We highlight these sustainable options with a "sustainable logo" in our programs and website.

### > *Improvement needed; action planned:*

- Creation of the Vietnam Sustainable practice guide

### 4

## TO COMMUNICATE ABOUT SUSTAINABILITY

In this road toward sustainability, we, as a travel agent working with travel agent partners, guests, and suppliers, are in a key position to raise awareness about sustainability. One way to do this is through communication: to introduce the notion of sustainability, share information and tools and communicate about our own actions and engagement.

### ACHIEVEMENT:

- In general: sustainability policy at disposal in our public website and B2B website, newsletters, Facebook publication.
- To our team: meetings and training, sustainability tasks and responsibilities integrated to job description, internal newsletter.
- To our suppliers: through newsletters, sustainability survey, self-assessment tools, addendum to contract.