

PT Raja Pariwisata Indonesia Sustainability Policy

1. Introduction

PT Raja Pariwisata Indonesia is dedicated to operating in an environmentally, socially, and economically responsible manner. This sustainability policy outlines our commitment to sustainable practices and our dedication to minimizing our environmental footprint while positively contributing to the communities in which we operate.

2. Scope

This policy applies to all employees, suppliers, hotels, and other stakeholders associated with PT Raja Pariwisata Indonesia, across all our business units and geographical locations.

Our sustainability policy is delivered to every employee, suppliers, hotels, guide.

Periodically we organize meetings to make sure that everyone fully understands and respect this policy.

The Action Plan help us to reach the objectives of sustainability and keep critical issues under control to continuously improve.

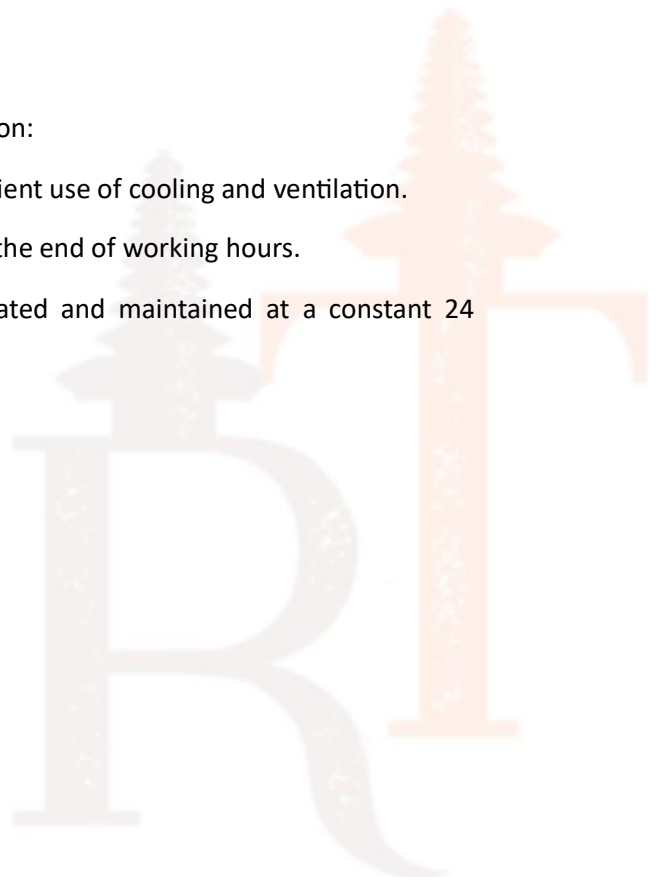
3. Environmental Sustainability

Energy Efficiency:

PT Raja Pariwisata Indonesia aims to be a responsible tourism business and continually strive to improve our environmental performance through reducing our impacts in the areas of energy consumption.

This involves the following:

- Rules for saving energy on cooling and ventilation:
 - The staff has been informed about the efficient use of cooling and ventilation.
 - Air conditioners are strictly switched off at the end of working hours.
 - The air-conditioning temperature is regulated and maintained at a constant 24 degrees.



- Rules for saving energy with lighting:
 - Use of daylight is maximized
 - Although we are using a rented room that is already ready and equipped with light bulbs, The light bulbs we use are Philips Led
 - We have minimized use of halogen lights.
 - We do not use light absorbing light covers.
 - The lights are all switched off at the end of working hours.
- Rules for saving energy with technical equipment:
 - Screens are set to automatically go on stand-by after not being used for approx. 10 minutes.
 - Printers and laptops are switched off at night and outside office hours.

Water Consumption

The staff was explained and requested not to leave the taps open in the toilet for no reason to avoid unnecessary water wastage (for example when brushing teeth). Should they have to brush their teeth they must do so without leaving running water unnecessarily.

Everyone was correctly sensitized to the importance of not wasting water.

Waste Reduction

We are committed to minimizing waste generation and promoting recycling and reuse initiatives.

In 2023 the tools to work completely online have already been provided (management software and cloud tools). By the end of the year, we plan to eliminate the use of paper in the office.

If any documents need to be printed, sustainable paper is used.



The following was done regarding waste reduction policy.

- In the toilet liquid refillable soap is used
- If it is necessary to print, the duplex mode is used.
- Papers that can no longer be printed are used for notetaking.
- Drinks in paper cups, bottles, and cans were strongly discouraged whenever possible.
- Old equipment once broken is taken to a licensed waste disposal center.

4. Social Responsibility

Fair Labor Practices: PT Raja Pariwisata Indonesia ensures fair and safe working conditions for our employees and uphold labor rights.

- **Diversity and Inclusion:** We are committed to fostering a diverse and inclusive workplace that respects and values differences. For more information, please download our Non-discrimination policy you can find in our website.
- **Community Engagement:** We actively engage with the communities in which we operate to contribute positively to their social and economic development.
- **Child Labor** We do not employ children (14 years or younger) to carry out work that is normally performed by adults.

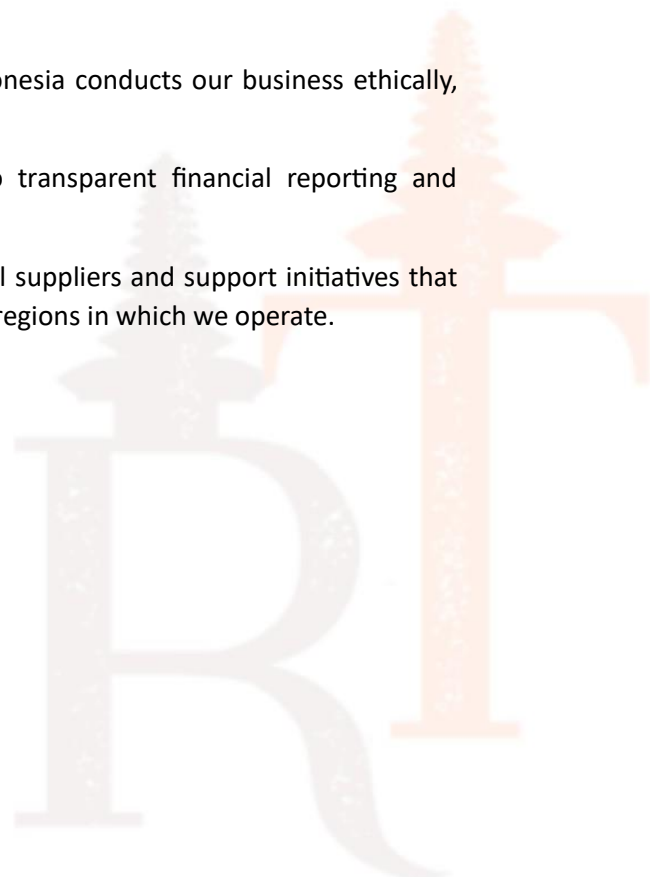
5. Economic Sustainability

Responsible Business Practices: PT Raja Pariwisata Indonesia conducts our business ethically, promoting integrity and transparency in all our dealings.

- **Financial Transparency:** We are committed to transparent financial reporting and accountability to our stakeholders.
- **Support for Local Economies:** We prioritize local suppliers and support initiatives that contribute to the economic development of the regions in which we operate.



P.T. RAJA PARIWISATA INDONESIA
POTRONANGGAN 2 STREET NO. 80.
BANGUNTAPAN BANTUL, YOGYAKARTA
INDONESIA 55191
PHONE: +62 274 - 2871827
INFO@RAJATOURSINDONESIA.COM
WWW.RAJATOURSINDONESIA.COM



Sustainability in Tourism

Drivers:

The drivers we employ have a specific license for transporting tourists. They are strictly required not to consume alcohol during their working hours. We always propose itineraries that do not exceed six hours of driving to ensure that the driver is not too tired and consequently not too attentive.

Before starting a tour, they always check all the detail to be sure that the car/van is in perfect conditions (tires, lights, fuel, oil, water, etc)

When possible, we suggest 45 minutes of rest for every 5 hours of driving. Drivers are not allowed to use a mobile phone while driving and they must respect all local traffic regulations, signage, and speed limits.

During the stop for visiting attraction drivers are responsible for safe-guarding client property while on duty/en route. Air con must be switched off when the car is waiting for the travelers coming back from the visit.

Hotels:

Where possible, especially in environments characterized by fragile eco-systems, we try to propose structures that embrace concepts of sustainability. For example, they provide water in glass bottles in the room and ask guests not to throw toilet paper down the toilet.

All the structures we use have local management and provide work mainly to the local community with particular attention to not hiring minors.

All the structures with which we collaborate are aware of our sustainability policy which is delivered in conjunction with the signing of the collaboration contract. We hope in this way to raise awareness among management to pay greater attention to the topic. The meetings that are held periodically with management are often occasions in which, informally, we try to understand if there has been progress in this direction on their part.

We do not work with accommodation which have evidently destroyed or damaged the surrounding landscape even if it is a place with a high tourist attraction.



We prefer hotels that which coexist harmoniously with the surrounding villages offering locals the possibility of work and support.

If a contracted accommodation has been found to jeopardize the integrity of and the local community's access to essential resources, essential services, access to livelihood, and access to important sites, PT Raja Pariwisata Indonesia reserves the right to terminate the contract without warning."

In the Borneo area we offer structures or services directly involved in safeguarding a protected environment and fauna in danger of extinction.

We love to include in our tours those resorts which, having been built in remote parts of Indonesia, have developed over time a careful policy of saving energy and drinking water. Carrying out their business in harmony with the environment and its resources.

PT Raja Pariwisata Indonesia does not contract accommodations, directly nor indirectly that are involved in compulsory labor, or that employ children to complete work that is normally undertaken by adults. There are special working times and conditions for children (< 14 years old) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138. These conditions are mentioned in the contract with the accommodation.

Excursions

All excursions identified as sensitive are implemented by relying on local guides.

For excursions in fragile eco-systems (Tanjung Puting and Komodo Archipelago), we always work with rangers from the park associations who accompany our travelers both to ensure their safety but also that they can always maintain the right attitude towards their surroundings. The local guides and rangers are very knowledgeable about the area, so they are the only ones in our opinion who can make the travelers' experience both safe and fulfilling.

When visiting internationally renowned attractions such as Borobudur and Prambanan, we always recommend an obligatory local guide to enable travelers to fully understand the historical and cultural importance of the attractions, but also to have the right guidance to experience a sacred place in the best possible way and with the correct attitude.

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When our travelers ask to visit traditional villages (Tunjuk Village and Ethinc Villages in Flores or Sulawesi), in addition to our local guide, a moment of interaction is often created with an elderly representative of the village. This is organized above all out of a form of respect for the villagers who effectively open their homes and their privacy to foreigners. These people do not speak English and the local guide who accompanies the travelers still has the important function of facilitating the dialogue.

In all these cases we refuse to sell these types of excursions without the fundamental support of a local guide

In fact, the behavioral guidelines to be followed in certain areas or in contexts defined as sensitive are suggested by the suppliers themselves. Over the years we have acquired a series of unwritten rules that we try to share with our travelers before their trip. We provide information on our website and during the itinerary planning phase. The local guides are absolutely prepared to experience and manage our travelers' excursion and to provide the right advice and behavioral/clothing instructions. What we as an agency would like to do over the next year is to draw up a small booklet with best practices to deliver to our departing customers.

Excursion providers of PT Raja Pariwisata Indonesia 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.

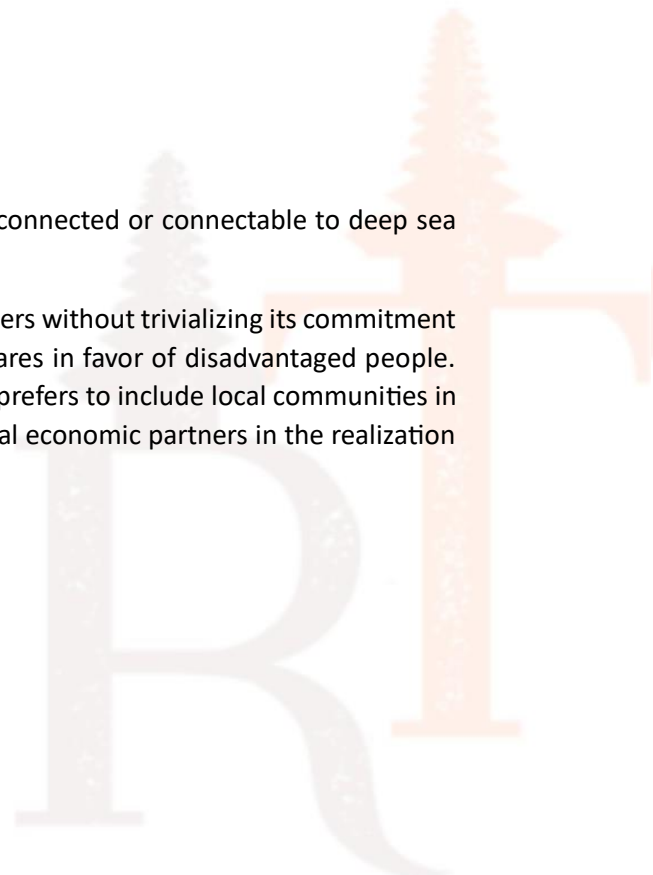
PT Raja Pariwisata Indonesia do not offer to any of its travelers the following:

- Elephant rides or trekking
- Lovina dolphins' tours
- Turtles' sanctuary visits
- Zoo visits
- Fishing tours

PT Raja Pariwisata Indonesia does not offer any activity connected or connectable to deep sea fishing or hunting.

PT Raja Pariwisata Indonesia collaborates with local partners without trivializing its commitment by reducing it to the distribution of solidarity project shares in favor of disadvantaged people. On the contrary, it rejects the welfare-type dynamic and prefers to include local communities in its activities at all levels, encouraging them to become real economic partners in the realization of the travel experience.

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Partner Agencies

All the partner agencies with which we collaborate are aware of our sustainability policy which is delivered in conjunction with the signing of the collaboration contract. We hope in this way to raise awareness among management to pay greater attention to the topic. The meetings that are held periodically with management are often occasions in which, informally, we try to understand if there has been progress in this direction on their part.

PT Raja Pariwisata Indonesia expects that all the suppliers take preventative measures to ensure that children are protected from tourism-related sexual exploitation and all potential forms of abuse (physical, sexual, emotional) or exploitation. Any suspicious behavior on the premises or during excursions from guests, employees, or staff must be reported to local authorities. Not taking adequate measures to prevent sexual exploitation of children within your direct supply chain (e.g., accommodations and excursions) can result in the early termination of our contract.

The supplier condemns the exploitation of children at the premises and facilities of subcontracted accommodations. PT Raja Pariwisata Indonesia will terminate the contract, if the partner agency does not take adequate measures to prevent and/or stop the sexual exploitation of children within the direct supply chain (e.g., accommodations and excursions).

Guides

In Indonesia all the travel guides must be local and certified. The training necessary to obtain the qualifications is provided by the Indonesian government through specialized associations. PT Raja Pariwisata Indonesia is not authorized to provide tourism training to qualified personnel.

According to the national law all labor jobs within hotels and restaurants such as porters, drivers, waiters and cleaning ladies/men can only be filled by Indonesians.

Most of the hotel facilities we collaborate with, even if foreign owned, have local management and qualified personnel.

The salaries of guides, drivers and companions are established at the beginning of the year and are in line with the average salaries agreed and suggested by the various sector associations.

The working hours and conditions of the freelancers who operate on behalf of PT Raja Pariwisata Indonesia also follow the protocols disclosed by the sector associations.



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The salaries of guides, drivers and companions are established at the beginning of the year and are in line with the average salaries agreed and suggested by the various sector associations.

In addition to the minimum wage, PT Raja Pariwisata Indonesia also recognizes the extras necessary for guides and drivers to be able to enjoy decent food and accommodation during the itineraries. Extras are also recognized whenever the traveler's itinerary requires extraordinary support on occasions, for example wake-ups at dawn and demanding passages (e.g. sunrise at Bromo and on the Ijen crater). Where possible, local guides specialized in more demanding treks are also used (e.g., Mount Batur) so as not to force our guides into too demanding excursions.

The type of trainings that PT Raja Pariwisata Indonesia provides directly is simply linked to some behavioral details. For example, the importance of never throwing waste on the street or outside of cars is explained to the guides and to pay close attention to ensuring that this behavior is also followed by travelers. The importance of diverting travelers towards purchases of sustainable objects and craftsmanship if they explicitly ask to buy souvenirs is also explained. The guides are also informed about the refreshment points where they can propose a lunch break, always preferring local structures.

Destination

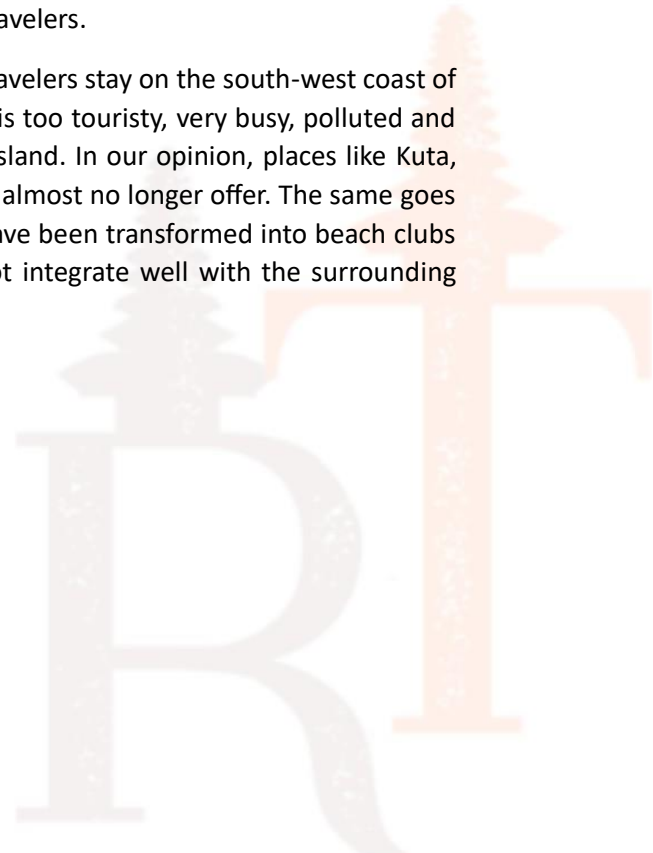
Due to the uncontrolled increase in traffic, especially on the island of Bali, we are trying to offer our travelers some locations that remain a little on the margins of mass tourism such as the north area and the east coast of Bali where in our opinion the stay can be more pleasant and where it is still possible to experience the true soul of the island.

Often, especially in high season, we try to offer less traveled islands such as Sulawesi and Lombok, always respecting the requests received from travelers.

Especially during the high season, we try not to let our travelers stay on the south-west coast of Bali except for logistical needs. In our opinion, this area is too touristy, very busy, polluted and has lost much of the gentle and hospitable soul of the island. In our opinion, places like Kuta, Legian, Seminyak have become real tourist traps that we almost no longer offer. The same goes for Canggu or Uluwatu where some beautiful beaches have been transformed into beach clubs and discos and hotels are now being built which do not integrate well with the surrounding environment and the original landscape.



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Disabilities

Unfortunately, many of the attractions in Indonesia are not suitable for access by people with disabilities. Temples always have many steps, access to rice fields and other points of interest unfortunately present many limitations. However, it is possible to create ad hoc itineraries for people with certain visual and hearing disabilities and this has been done in the past. However, the selection of itineraries accessible to people with mobility problems remains a very important obstacle in Indonesia.

Souvenirs

PT Raja Pariwisata Indonesia does not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances, and abide by local and international laws in place to prevent this.

Travel Designer

Travel designers are required to contact the customer within 24 hours of their travel request.

Each travel designer is trained regularly so as to be able to provide real and accurate information for each type of service, Raja Tours Indonesia strongly believes in the importance of sincere and transparent communication regarding every type of destination, accommodation and service purchased in order not to create false expectations in travelers. This procedure is useful for the agency itself to reduce complaints during or after the trip and ensure customers have a satisfactory experience.

PT Raja Pariwisata Indonesia does not deal, directly or indirectly, with accommodations, guides, partner agencies that are involved in forced labor or that employ children to complete work that is usually performed by adults.

PT Raja Pariwisata Indonesia rejects all forms of child sexual exploitation.

Should PT Raja Pariwisata Indonesia become aware of the aforementioned situations, termination with the supplier, hotel, guide, partner agency would be immediate.

Anticorruption and bribery:

PT Raja Pariwisata Indonesia does not tolerate any type of corruption or bribery. PT Raja Pariwisata Indonesia cultivates transparency when dealing with its customers and suppliers and supports international/national anticorruption and bribery standards. Bribery and corruption include the act of using one's power, offering, giving, promising, asking, agreeing, receiving, or soliciting something of value for the purpose of influencing an action.

6. Compliance and Continuous Improvement

Compliance: PT Raja Pariwisata Indonesia complies with all applicable environmental, social, and economic laws, regulations, and industry standards.

Continuous Improvement: PT Raja Pariwisata Indonesia committed to regularly reviewing and updating our sustainability policy to reflect advancements in sustainable practices and ensure its ongoing relevance.

7. Reporting and Communication

Reporting: PT Raja Pariwisata Indonesia produces regular sustainability reports that highlight progress towards achieving our sustainability goals.

Communication: PT Raja Pariwisata Indonesia actively communicates the sustainability initiatives to employees, customers, suppliers, and other stakeholders through various channels, fostering transparency and accountability.

8. Responsibilities and Accountability

Accountability: All employees are accountable for integrating sustainability into their daily work and reporting any issues or opportunities for improvement.



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