



SUSTAINABILITY POLICY

1. PURPOSE AND OBJECTIVE

NKAR Travels and Tours Pvt Ltd is committed to embedding sustainability across all its operations, guided by the principles of the Triple Bottom Line—ensuring social responsibility, environmental stewardship, and economic viability. This policy outlines NKAR’s commitment to reducing environmental impact, supporting responsible growth, and inspiring sustainable and regenerative tourism practices among all stakeholders.

2. THE SCOPE OF THE POLICY

This policy serves as a guiding framework for all operations of NKAR and across all stakeholders (employees, Board of Directors, supplier network, business partners, and clients/guests). It reflects the commitment to embedding sustainable and responsible practices across all business activities.

3. Responsibility and Authority

To ensure effective implementation and Continuous Improvement of our sustainability commitments, the following roles and responsibilities are established within NKAR;

3.1 . Senior Management (MD & COO)

- I. Provide leadership, resources, and strategic direction for sustainability.
- II. Approve sustainability objectives & targets and integrate them into the overall business strategy.
- III. Ensure to follow the national best practices governed by legal compliance.
- IV. Review progress on sustainability performance annually and endorse corrective actions where necessary.

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Sustainability Coordinator	Manager – Procurement and Supplier QA	Tour Leader - Manager	Head of Marketing	Head of Internal Audit	Head of HR and CRM	Chief operating officer	Approved by: - Chairman/Managing Director



2.2. Sustainability Coordinator

- I. Act as the primary point of contact for all sustainability matters.
- II. Coordinate the development, implementation, and monitoring of the Sustainability Policy and related action plans.
- III. Collect, analyse, and report sustainability performance data.
- IV. Liaise with board of directors, supplier network, business partners, and client/guest through relevant Managers, COO & MD to promote sustainable practices.
- V. Facilitate sustainability training and awareness for staff.
- VI. Prepare documentation and evidence required for certification and audits.

2.3 Department Managers and Cluster Managers

- I. Integrate sustainability practices within their areas of operation such as, transport, excursions, accommodation contracting, client/guest services.
- II. Ensure departmental compliance with sustainability guidelines and performance indicators.
- III. Provide feedback and suggestions for Continuous Improvement.
- IV. Support the Sustainability Coordinator with data collection and reporting.

2.4 Staff (Employees)

- I. Follow the principles outlined in this policy and apply sustainable practices in daily work.
- II. Participate in sustainability training and capacity-building sessions.
- III. Report any practices that contradict the sustainability objectives of NKAR.
- IV. Contribute ideas and initiatives to enhance environmental and social responsibility.

2.5. Supplier Network and Business Partners

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- I. Comply with NKAR’s Sustainability practices and standards.
- II. Provide transparent information on their own sustainability practices.
- III. Work collaboratively with the company to reduce negative impacts and enhance positive contributions to people, culture, and the environment.

2.6. Guests/ Clients

- I. Are encouraged to engage in responsible travel behavioural patterns in line with our sustainability guidelines.
- II. Receive transparent information about our sustainability commitments
- III. Are invited to provide feedback to improve our practices.

3 Sustainability management & legal compliance

NKAR strives to comply with:

- I. All national and local laws and regulations governing tourism operations in Sri Lanka,
- II. Labour laws ensuring ethical treatment and welfare of employees,
- III. Tax, licensing, and environmental permitting requirements,
- IV. Health and safety standards for staff and guests/ clients.

In order to reiterate commitment to sustainability management, NKAR will report, monitor and evaluate sustainability progress and will communicate it to the relevant authorities, suppliers and public.

5. Our Commitments:

- I. NKAR advances the Sustainable Development Goals by fully adopting to global best practices, the Women's Empowerment Principles, Child Exploitation and other related voluntary commitments. This is achieved by integrating these standards into our corporate strategy, culture, and daily operations.

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- II. The Company allocates adequate financial and human resources to implement sustainability commitments, environmental initiatives and for Continuous Improvement.
- III. The Company integrates environmental management into all aspects of daily operations, guided by the principles of refuse, reduce, reuse, repurpose and recycle.
- IV. The Company maintains a safe, inclusive, and respectful workplace through fair compensation, equal opportunity, and the promotion of employee health, well-being, and professional growth.
- V. The Company recognizes energy efficiency as a core component of sustainable tourism operations and is committed to continuously reducing energy consumption, minimizing greenhouse gas emissions, and promoting the responsible use of resources across all offices and operations. The energy consumption will be reviewed and monitored annually to ensure efficient usage of energy.
- VI. The Company strives to comply with all national legislation concerning waste disposal and ensures that any residual waste is handled in a manner that causes no adverse effect on the environment or local populations. Through responsible waste management, NKAR contributes to cleaner communities and a more sustainable tourism industry in Sri Lanka.
- VII. Through responsible water management, the Company strives to minimize its impact on local water systems, promote efficient usage, and contribute to the long-term availability and quality of freshwater for surrounding communities and future generations. Water usage will be monitored and tracked annually to ensure there is no wastage.
- VIII. The Company recognizes that the illegal trade in flora and fauna poses a serious threat to Sri Lanka's biodiversity, ecosystems, and cultural heritage. As a responsible

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Destination Management Company, NKAR is committed to ensuring that its operations, supplier’s network, and clients/ guests do not contribute -directly or indirectly- to the exploitation, trade, or removal of protected wildlife, plants, or cultural artefacts.

- IX. The Company implements and upholds governance structures that align with legal and regulatory best practices, ensuring the sustainable operation and long-term growth of NKAR as well as continually monitor and improve environmental performance.
- X. The Company invests in innovation, digital solutions and sustainable workplace practices to reduce its internal and external environmental footprint that result from the organisation’s processes.
- XI. The Company actively engages staff, supplier network, and stakeholders in its sustainability journey to create a culture of environmental responsibility.
- XII. The Company commits to fostering responsible procurement practices that reflect transparency, efficiency, and sustainability. Wherever possible by working with ethical supplier network and reducing dependence on disposable goods, the company contributes to the protection of Sri Lanka’s environment, the empowerment of local communities, and the advancement of sustainable tourism nationwide.
- XIII. The Company is fully committed to ensuring that travel & tourism in Sri Lanka contributes positively to the well-being of children and never to their exploitation. Through proactive prevention, education, and collaboration, the company strives to make travel experiences safe, respectful, and protective of the rights and dignity of every child.
- XIV. The Company prioritises engagement with business partners/ supplier network who align with its sustainability values, maintain oversight of their performance through

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systematic evaluation and recognized certifications, and foster transparent, ethical, and long-term partnerships based on mutual respect and Continuous Improvement.

- XV. The Company maintains oversight of all transportation modes, including its own fleet and contracted providers, prioritize modern, fuel-efficient, low-emission vehicles, promote eco-friendly alternatives, and remain committed to continuously reducing greenhouse gas emissions, fuel consumption, and related environmental impacts.
- XVI. The Company maintains an up-to-date inventory of accommodation providers with verified sustainability practices and certifications, wherever possible prioritize partnerships with those demonstrating measurable commitments to sustainable operations, and encourage Continuous Improvement in reducing environmental impact, supporting local communities, and safeguarding cultural heritage.
- XVII. The Company maintains an updated overview of activity providers, ensuring their sustainability practices, certifications wherever possible, and compliance with our standards, while prioritizing partnerships that celebrate authentic Sri Lankan culture, respect wildlife and ecosystems, and contribute positively to local communities.
- XVIII. The Company encourages activities that safeguard wildlife and cultural traditions. As such, promote low-impact, safe, and culturally sensitive experiences that raise guest awareness, preserve Sri Lanka’s natural and cultural heritage, and strengthen local livelihoods.
- XIX. The Company maintains an updated overview of tour leaders/ local guides, and representatives, ensuring their qualifications, performance, and sustainability practices, whilst providing fair compensation, respecting labour rights, and engaging professionals who demonstrate cultural sensitivity, environmental responsibility, and respect for local communities and heritage.

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- XX. The Company is committed to ensuring that all catering and food-related services - whether for staff, clients/guests or events- are delivered in a way that minimizes environmental impact, supports local communities, and promotes the health and well-being of all stakeholders.
- XXI. The Company shares the treasures of the country with the world in a way that respects, protects and enhances them for future generations, benefitting the local people and communities as much as it benefits guests/ clients, ensuring that Sri Lanka’s unique heritage and biodiversity are preserved.
- XXII. The Company ensures that its promotional activities reflect the same principles of sustainability it promotes within travel & tourism operations. By using responsible materials, supporting local producers, and prioritizing digital solutions, where possible the company strengthens its environmental integrity.
- XXIII. The Company actively supports local artisans, farmers, and small businesses by integrating their products and services into its tours.
- XXIV. The Company continuously gather and integrate feedback from guests/clients and partners to enhance and improve quality of products, ensuring a balance between sustainability and comfort, while fostering guest loyalty through authentic, high-quality, and meaningful experiences in doing so enhancing profitability.
- XXV. The Company prioritizes new destinations that uphold sustainability values-cultural authenticity, biodiversity protection, and community benefit- while discouraging those affected by over tourism, exploitation, or environmental degradation, and will assess destinations based on environmental sensitivity, community involvement, cultural integrity, and responsible accessibility.
- XXVI. The Company safeguards clients/guests and organisational data with the highest confidentiality, collecting only what is necessary, ensuring secure storage, preventing unauthorized sharing, and quarterly reviewing systems to protect privacy and IT

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infrastructure in compliance with relevant regulations, guidelines, and industry standards.

XXVII. The Company collaborates with local tourism boards, councils, conservation groups, and community organizations to develop tourism that protects natural resources, enriches local livelihoods, and promotes shared benefits through sustainability dialogues, training, and joint initiatives.

XXVIII. The Company will report on all sustainability related initiatives and actions taken throughout the year, annually through a report and will communicate the same to all stakeholders.

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