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ICY 03	<p align="center">SUSTAINABILITY POLICY OF NKAR TRAVELS & TOURS PVT LTD (Hereafter referred as NKAR/ Company)</p>
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1.0 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 (3Ps) - 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.

2.0 The scope of the policy

This policy serves as a guiding framework for all operations of NKAR and across all stakeholders. It reflects the commitment to embedding sustainable and responsible practices across all business activities.


3.0 Responsibility and Authority

Ensuring effective implementation and Continuous Improvement of the sustainability commitments, the following roles and responsibilities have been established within NKAR;

3.1 . Senior Management

- i. Provide leadership, resources, and strategic direction for sustainability.
- ii. Approve sustainability objectives, targets and integrate them into the overall business strategy.

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- iii. Ensure compliance with national legislation, international standards, and international best practices.
- iv. Review progress on sustainability performance at least annually and endorse corrective actions where necessary.

3.2. 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
- V. client/guest through relevant Managers, COO & MD to promote sustainable practices.
- VI. Facilitate sustainability training and awareness for staff.
- VII. Prepare documentation and evidence required for certification and audits.

3.2 Department Managers / Team Leaders


- 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.

3.3 Staff

- 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.

3.5. Suppliers and Business Partners

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- I. Comply with NKAR’s Supplier Code of Conduct and sustainability 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.

3.6. Guests/ Clients

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

4.0 Sustainability management & legal compliance

NKAR fully complies 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 travellers.

In order to reiterate commitment to sustainability management, NKAR reports, monitors and evaluates sustainability progress and communicates it to the relevant authorities, suppliers and public.

5.0 Supplier Sustainability

5.1 Preferential Supplier Selection

NKAR adopts a preferential and responsible approach in the selection and evaluation of suppliers by:

- i. Prioritizing suppliers with recognized sustainability certifications, including Travelife certification or GSTC-aligned standards.

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- ii. Supporting locally owned businesses and community-based enterprises that contribute positively to local economic development.
- iii. Evaluating suppliers based on environmental, social, ethical, and governance performance criteria alongside operational capability and service quality.
- iv. Partnering with suppliers who demonstrate measurable, transparent, and verifiable sustainability commitments and continuous improvement practices.
- v. Giving preference, where feasible, to suppliers that actively reduce environmental impacts and support fair labour practices, biodiversity conservation, and community wellbeing.

5.2 Encouraging Supplier Sustainability

NKAR is committed to supporting and encouraging suppliers to strengthen their sustainability performance and adopt responsible tourism practices by:

- i. Sharing NKAR’s Sustainable Supplier Policy and Supplier Code of Conduct with suppliers and business partners.
- ii. Encouraging suppliers to pursue recognized sustainability certifications such as Travelife and other credible sustainability standards.
- iii. Providing guidance, practical tools, and best-practice recommendations where feasible to support suppliers in improving sustainability performance.
- iv. Promoting awareness and understanding of responsible tourism principles among supplier staff and associated stakeholders.
- v. Encouraging suppliers to minimize environmental impacts by reducing energy consumption, water usage, waste generation, carbon emissions, and the use of single-use plastics.
- vi. Supporting improvements in labour conditions, employee welfare, occupational health and safety, and fair employment practices.
- vii. Encouraging meaningful community engagement, local sourcing, cultural respect, and support for local livelihoods.

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viii. Encouraging suppliers to familiarize themselves with the Travelife Code of Conduct and integrate sustainable and ethical practices into their operations wherever possible.

5.3 Alignment with Sustainability Criteria

Suppliers engaged by NKAR are expected to align with the following sustainability principles and operational standards:

i. Legal Compliance and Ethical Conduct

Compliance with all applicable local, national, and international laws and regulations, while maintaining ethical, transparent, and responsible business practices.

ii. Human Rights and Labour Practices

Respect for internationally recognized human rights and the prohibition of child labour, forced labour, discrimination, harassment, exploitation, or any form of unethical labour practice.

iii. Health and Safety

Maintenance of appropriate health, safety, and welfare standards for employees, guests, visitors, and local communities.

iv. Environmental Responsibility

Active efforts to minimize environmental impacts through responsible resource management, pollution prevention, biodiversity conservation, climate-conscious operations, and sustainable business practices.

v. Community Engagement

Support for local communities through fair trade principles, local sourcing, cultural sensitivity, equitable economic participation, and responsible interaction with local traditions and heritage.

vi. Quality and Responsible Service Delivery

Commitment to delivering safe, high-quality, reliable, and responsible tourism products and experiences aligned with NKAR’s sustainability values and customer expectations.

5.4 Wildlife Protection

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- i. No excursions, attractions, or tourism activities involving captive wildlife shall be offered unless such activities are properly regulated, legally compliant, and aligned with recognized animal welfare standards.
- ii. Wildlife species must not be harvested, consumed, displayed, sold, traded, or exploited unless undertaken as part of a legally regulated and sustainable activity fully compliant with applicable laws and conservation requirements.
- iii. Any holding, rehabilitation, or management of wildlife or protected species must only be undertaken by authorized and competent entities capable of ensuring humane treatment and appropriate care standards.
- iv. Suppliers are encouraged to support wildlife conservation initiatives, habitat protection, and responsible visitor education relating to biodiversity and environmental stewardship.

5.5 Monitoring and Continuous Improvement


- i. NKAR may assess supplier sustainability performance through documentation reviews, self-assessments, audits, evaluations, or site inspections where appropriate.
- ii. Suppliers are expected to provide accurate, transparent, and up-to-date information relating to sustainability practices and compliance.
- iii. Corrective action plans may be required where gaps or non-conformities are identified.
- iv. Suppliers are expected to demonstrate continuous improvement and measurable progress as part of long-term supplier relationships.
- v. NKAR may periodically review sustainability expectations to ensure alignment with evolving sustainability standards, industry expectations, and responsible tourism best practices.

5.6 Non-Compliance and Termination

Failure to comply with this policy and the Supplier Code of Conduct may result in:

- i. Issuance of a corrective action plan with a defined timeframe for resolution.
- ii. Temporary suspension of services or supplier engagement until satisfactory compliance is achieved.

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iii. Termination of the business relationship in cases involving serious or repeated violations, including but not limited to:

Human rights abuses

Child labour or forced labour

Significant environmental damage or illegal environmental practices

Corruption, bribery, fraud, or unethical business conduct

Serious breaches of health, safety, or animal welfare standards

6.0 Sustainability Commitments:

I. NKAR advances the Sustainable Development Goals by fully adopting and promoting the ten principles of the UN Global Compact, the Women's Empowerment Principles, and other related voluntary commitments. This is achieved by integrating these standards into our corporate strategy, culture, and daily operations.

II. The Company allocates adequate financial and human resources to implement sustainability commitments, environmental initiatives and for Continuous Improvements.


III. 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.

IV. The Company integrates environmental management into all aspects of daily operations, guided by the principles of refuse, reduce, reuse, repurpose and recycle.

V. The Company fully complies 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.

- The company has taken measures to **reduce packaging materials** and avoids providing **non-recyclable or non-biodegradable packaging**. In all operations, efforts are made to reduce the

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consumption of **non-refillable plastic bottles** by encouraging the use of refillable dispensers, water stations, or sustainable alternatives.

- All offices and facilities **separate recyclable materials** including **paper, glass, metal, plastics, and organic waste**. The company ensures that recyclable materials are collected and properly disposed of through authorized channels or local recycling initiatives, and when such services are unavailable, ensures safe on-site segregation and transfer to licensed collectors.
- For **printing and copying**, the company promotes waste-reducing methods such as **refilling or recycling ink and toner cartridges**. Used **batteries**, including power backup and inverter batteries, are recycled wherever feasible or disposed of safely following national guidelines.


VI. 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 is reviewed monthly and monitored to ensure efficient usage of energy.

- Energy use for cooling, and electricity is measured, recorded, and compared over different periods to identify trends and achieve Continuous Improvement.
- All feasible measures with a reasonable return on investment are planned and implemented to optimize energy performance.
- At least 75% of all lighting within office buildings, including outdoor and parking areas, is maintained as energy-efficient
- Equipment such as computers, air conditioners, and appliances are switched off after office hours and during non-operational periods rather than left on standby. Office lighting is switched off when not in use.

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 is monitored and tracked to ensure there is no wastage.

- Water consumption is measured on a quarterly basis for benchmarking and Continuous Improvement purposes.
- The company implements practical conservation measures and monitors performance regularly to identify opportunities for further reduction.

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- Staff are trained and encouraged to adopt responsible water practices in daily operations, including mindful usage, reporting leaks, and supporting company-wide water conservation goals.

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

To ensure compliance and raise awareness, the company:

- **Educates all staff, guides, and guests** about the environmental and legal implications of buying or transporting souvenirs made from protected wildlife or plants.
- **Screens and monitors suppliers, shops, and activity providers** to ensure they do not trade in prohibited wildlife products or endangered species.

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 continuously monitoring and improving environmental performance.


X. The Company invests in products and process innovation, digital solutions and sustainable workplace practices to reduce its internal and external environmental impact.

XI. The Company actively engages staff, suppliers, 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 suppliers 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 recognizes that procurement decisions play a critical role in influencing environmental protection, social responsibility, and sustainable economic development. The company is committed to integrating sustainability considerations into all purchasing decisions

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and supplier relationships to ensure that its operations support responsible tourism and ethical business practices.

XIV. Wherever possible, the company screens, evaluate, and prefer suppliers that demonstrate strong sustainability practices. This includes suppliers who actively reduce environmental impact, operate ethically, respect labour rights, and contribute positively to local communities, as laid out in the Sustainable Supplier Policy.

XV. The Company is fully committed to ensuring that 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.


To uphold this commitment, the company:

- Prohibits any form of child exploitation or abuse by employees, guides, suppliers, or clients in connection with company activities.
- Integrates child protection clauses into all supplier contracts and business partnerships, requiring compliance and cooperation in reporting mechanisms.
- Screens and monitors suppliers—particularly transport providers, accommodation partners, and excursion operators—to ensure compliance with child protection requirements.
- Educates clients and partners through pre-departure information, on-tour briefings, and awareness materials about responsible and ethical tourism conduct.

XVI. The Company prioritises engagement with partners who align with its sustainability values, maintains oversight of their performance through systematic evaluation and recognized certifications and fosters transparent, ethical, and long-term partnerships based on mutual respect and Continuous Improvement.

XVII. The Company maintains oversight of all transportation modes, including its own fleet and contracted providers, prioritises modern, fuel-efficient, low-emission vehicles; promotes eco-friendly alternatives; and remains committed to continuously reducing greenhouse gas emissions, fuel consumption and related environmental impacts.

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XVIII. The Company maintains an up-to-date inventory of accommodation providers with verified sustainability practices and certifications; wherever possible, prioritise partnerships with those demonstrating measurable commitments to sustainable operations and encourage Continuous Improvement in reducing environmental impact, supporting local communities, and safeguarding cultural heritage.

XIX. The Company maintains an updated register of excursion providers, ensuring their sustainability practices, certifications and compliance with our standards, whilst prioritising partnerships that celebrate authentic Sri Lankan culture, respect wildlife and ecosystems, and contribute positively to local communities.

XX. 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.


XXI. The Company maintains an updated register of tour leaders, representatives, and guides, 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.

XXII. 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.

Wherever possible, the company:

- Prioritises locally produced, seasonal, and organic food and beverage options to reduce transportation emissions and support local farmers and suppliers.
- Reduces the use of disposable catering materials by adopting reusable, recyclable, or biodegradable alternatives (e.g., reusable crockery and cutlery, compostable packaging).
- Ensures that plastic bottles, straws, and cups are eliminated or minimised in all catering services.
- Encourages the provision of plant-based meal options as a means of reducing the carbon footprint of catering activities.
- The company ensures that catering partners and suppliers comply with relevant health, hygiene, and sustainability standards

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- Food waste management is a primary concern and is practiced through; planning food quantities according to accurate guest numbers to minimize waste, surplus food, when safely handled, is donated to local community initiatives or composted, where practical, and waste is segregated into organic and recyclable streams for proper disposal or reuse.

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XXIII.The Company shares the treasures of the country with the world in a way that respects, protects and enhances them for future generations, benefiting the local people and communities as much as it benefits travellers, ensuring that Sri Lanka’s unique heritage and biodiversity are preserved.

XXIV.The Company ensures that its promotional activities reflect the same principles of sustainability it promotes within tourism operations. By using responsible materials, supporting local producers, and prioritising digital solutions, where possible the company strengthens its environmental integrity.

Where printed materials are required, the company ensures that:


- Provided such materials are locally available, paper used for brochures, leaflets, business cards, and other publications are recycled, FSC-certified, or sustainably produced.
- Print quantities are optimized to avoid overproduction and obsolescence.
- Promotional materials are designed for longer life cycles (e.g., undated or reusable designs).

XXV.The company avoids or minimizes single-use, non-recyclable, or non-biodegradable promotional items, such as plastic pens, balloons, or banners. Where promotional gifts are used, preference is given to locally made, reusable, or recyclable items that support Sri Lankan artisans and small enterprises.

XXVI.The Company actively supports local artisans, farmers, and small businesses by integrating their products and services into its tours.

XXVII.The Company continuously gathers and integrates feedback from clients/guests 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.

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XXVIII. The Company prioritises new destinations that uphold sustainability values—cultural authenticity, biodiversity protection, and community benefit—while discouraging those affected by overtourism, exploitation, or environmental degradation. NKAR assesses destinations based on environmental sensitivity, community involvement, cultural integrity, and responsible accessibility.

XXIX. The Company safeguards clients/guests and organisational data with the highest confidentiality, collecting only what is necessary, ensuring secure storage, preventing unauthorized sharing, and regularly reviewing systems to protect privacy and IT infrastructure in compliance with relevant regulations, guidelines and industry standards, complying also to the IT policy of the Company.

XXX. The Company collaborates with tourism boards, local 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.

XXXI. The Company reports annually on all sustainability related initiatives and actions taken throughout the year, through a report and communicates the same to all stakeholders.

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