

Sustainability report - 2020

Similancharter & Tour Travelife Partner Thailand

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1. Reporting context

2. Company data

Similancharter & Tour

13/29, Moo 3 Phetkasem Road
82220 Khao Lak
<https://similanstour.com>
marketing@similanstour.com

Tourist volume	2001 - 5000
Number of employees	11 - 20
Type of tourism	Sun and Beach tourism, Nature/Wildlife
Special target groups	Young people, Youth and students, Singles, Seniors, Families with children
Destinations offered	South East Asia

Sustainability coordinator

Iia Suomi
marketing@similanstour.com

3. Introduction



4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	9	9
1. Sustainability Management & Legal compliance	18	18
2. Internal management: social policy & human rights	25	25
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9. Destinations	8	8
10. Customer communication and protection	23	23

6. Detailed overview

0. Company characteristics

9

Contact details

1

Action			Details
0.1. Sustainability coordinator			Iia Suomi iia@similanstour.com +358405552455

Brands, products and/or services



6

Action			Details
0.2. Nature of business Please indicate which of the following activities are part of your business.			Activity provider, Guiding service
0.3. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.			Diving and snorkelling, Boat tours Marine animals watching

0.4. Passenger number	✓	✓	2001 - 5000
0.5. Tourism types	✓	✓	Sun and Beach tourism,Nature/Wildlife
0.6. Target groups	✓	✓	Young people, Youth and students,Singles,Seniors,Families with children
0.7. Destinations	✓	✓	South East Asia

Personnel

1

Action			Details
0.8. Number of employees	✓	✓	11 - 20

Public communication

1

Action			Details
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0.9. Brands under Travelife scope	✓	✓	
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1. Sustainability Management & Legal compliance

18

Engagement of company









3

Action		Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).</p>	<p>✓</p>	<p>lila Suomi</p> <p> Sustainability Coordinator Role Description.pdf</p>
<p>1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>https://similanstour.com/</p> <p>Similancharter&Tour offers safe and comfortable sea excursions to exclusive destinations at Thailand's west coast. We create unforgettable experiences, applying the highest possible quality and safety standards whilst reducing environmental impacts to a minimum. Our vision is to be a leading part in the transition of Thailand's tourism industry towards sustainable resource and tourism management at an operational level.</p>
<p>1.3. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓</p>	<p>lila Suomi</p> <ul style="list-style-type: none"> - Sales Manager - Sustainability Coordinator <p>Niko Aigner</p>

			- General Manager Sam Goodey - Operations Manager
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Social cooperation

3

Action			Details
1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.			
1.5. Exchange of experiences Experiences and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website)			
1.6. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).			





Baseline assessment

2

Action			Details
1.7. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.	✓	—	
1.8. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	✓	





Policy

2

Action			Details
1.9. Sustainability policy The company has a written sustainability policy which reflects the company structure and activities, and is supported by top-management. The policy aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities, and includes employee related health & safety aspects.	✓	✓	 SC_sustainability_policy.pdf  ??????????????????????.pdf
1.10. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).	✓	✓	https://similanstour.com/sustainability/policy/

Action plan

2

Action			Details
<p>1.11. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).</p>	✓	✓	<p>Similancharter & Tour has an action plan. See the attached file</p>  Action_Plan_20192020 2.xlsx
<p>1.12. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.</p>	✓	✓	<p>Similancharter & Tour employees are being involved in the implementation of the sustainability standards on meetings and good and easy communication with the sustainability coordinator. A sustainability meeting is held every months first wednesday about the current sustainability situation of the company. See attached file for meeting agenda examples.</p>  Sustainability_Meeting_061119.pdf  Sustainability_Meeting_011219pdf.pdf  sustainabilitymeeting_091019.pdf




Monitoring and evaluation

2

Action			Details
<p>1.13. Monitoring and evaluation</p>	✓	✓	<p>Similancharter & Tour uses the action plan and monthly meetings for monitoring the</p>

The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.

progress of the implementation of the sustainability policy. See the attached file for the agendas of our 3 past meetings. The meeting is held in every months first wednesday. All key staff members are taking part in the sustainability meeting.






-  Sustainability_Meeting_061119.pdf
-  sustainabilitymeeting_091019.pdf
-  Sustainability_Meeting_011219pdf.pdf
-  Action_Plan_20192020 2.xlsx

1.14. Staff Communication

Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.

✓ ✓

Similancharter & Tour key staff members have a group in social media since July 2019, where only sustainability related subjects such as sustainability policy, activities, results and related developments are being discussed. We are holding monthly sustainability meetings for our office staff, tour staff, management team and the company owner, where we discuss the the sustainability policy, activities and results. The the company owner is going through the topics of our monthly sustainability meetings with our Thai crew working at our pier. This happens in a weeks time after the actual meetings. See the attached file for an example of our monthly sustainability meeting (English and Thai versions) from December 2019 and our action plan.



-  sss.png
-  sss1.png
-  ssss2.png
-  ssss4.png
-  Sustainability_Meeting_011219pdf.pdf

		Sustainability Meeting.docx [?][?][?].pdf Action_Plan_20192020 2.xlsx
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External reporting and communication

4

Action			Details
<p>1.15. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.</p>			<p>As we are a small company, the top management (3 people) is taking care of Travelife reporting.</p> <p>We discuss the Action Plan, effect of the implemented policies and actions, the status of the objectives and recommendations for the next steps with the company owner once a month in our sustainability meeting.</p> <p>Similancharter is taking part in the Travelife program since this year. In our October's sustainability meeting we presented the action plan and Travelife report to the company owner for the first time.</p> <p>The sustainability coordinator is going to write and present a yearly report to the company owner before the season ends in April, so next time in April 2020. See the file attached of our Octobers sustainability meeting and our Action Plan.</p> <p> IMG_20191010_183126.jpg IMG_20191010_182343.jpg sustainabilitymeeting_091019.pdf </p>











			 Action_Plan_20192020 2.xlsx
1.16. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	Similancharter is taking part in the Travelife program since this year, so we haven't had sustainability reporting before. We are going to write a report in the end of every season (April-May) about our progress and future goals.  Action_Plan_20192020 2.xlsx
1.17. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	Similancharter is taking part in the Travelife program since this year, so we haven't had sustainability reporting before. We are going to write a report in the end of every season (April-May) about our progress and future goals and publish it on our website.  Action_Plan_20192020 2.xlsx
1.18. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	✓	✓	Similancharter & Tour has a contact form on the website for sustainability related questions see https://similanstour.com/sustainability/



2. Internal management: social policy & human rights






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Social policy and human rights

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Action			Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.			Similancharter & Tour wants to strive for equal opportunities for all present and future employees and therefore do not discriminate against anyone for their membership of or affiliation to any trade unions or political parties.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).			
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).			When entering employment with Similancharter & Tour, each employee agrees to sign a contract of employment that specifies all terms & conditions. Employees are free to resign from their employment at any time, but must notify Similancharter & Tour a minimum of 30 days prior to terminating their contract, unless agreed by the employees line manager. For local guides there are no formal written contracts but they are verbally briefed about the terms and conditions of their employment.
2.4. HR Policy The company has a written Human Resource policy.			

<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓</p>	<p>—</p>	<p> application.pdf  contract.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>All our staff are paid the legal minimum wage or above. Thai law specifies a minimum living wage as 320 Baht per day.</p> <p>Our boat crews receive a starting wage of 9000 Baht per month plus 200 Baht extra for each day they work.</p> <p>The recommended daily wage for a licensed tour guide is 1200 Baht per day. We pay between 1200 - 1500 Baht per day depending on their skills and experience.</p>
<p>2.7. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.</p>	<p>✓</p>	<p>—</p>	
<p>2.8. Maternity The company offers schemes for pregnancy and maternity leave for all employees.</p>	<p>✓</p>	<p>✓</p>	<p>Maternity leave is granted according to individual requirements and Thai law.</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).</p>	<p>✓</p>	<p>—</p>	<p>National social security insurance is provided for all employees. This allows them to receive free or subsidised healthcare in any government hospital or healthcare center.</p>
<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in</p>	<p>✓</p>	<p>✓</p>	<p>Due to the seasonal characteristic of our business, everyone has at least the minimum amount of holidays according to Thai law. Similancharter also takes individual cases</p>

<p>compliance with the legal requirements).</p>			<p>into account. This means if someone needs a holiday out of the scope, we grant that to soften the hardship of seasonal work.</p>
<p>2.11. Sick Leave Employees are entitled to paid sick leave in line with national legal requirements.</p>	✓	—	
<p>2.12. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>	✓	—	
<p>2.13. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	✓	✓	<p> Similancharter_emergency_Policy.pdf</p> <p> IMG_20191012_165437.jpg</p> <p> IMG_20191013_093828.jpg</p> <p> IMG_20191013_093906.jpg</p> <p> IMG_20191013_173737.jpg</p>
<p>2.14. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	✓	✓	<p>Similancharter & Tour promotes diversity in the workplace and has a high proportion of Thai people working, as well as a high proportion of women working in the company. Similancharter & Tour does not discriminate employees in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>

<p>2.15. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	✓	✓	Similancharter & Tour does not employ anyone under the age of 18.
<p>2.16. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.</p>	✓	—	
<p>2.17. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.</p>	✓	✓	
<p>2.18. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	✓	—	
<p>2.19. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)</p>	✓	—	
<p>2.20. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.</p>	✓	—	
<p>2.21. Persons with special needs</p>	✓	—	

















The company employs persons with special needs			
2.22. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	—	









Training and education

3

Action			Details
2.23. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	—	Similancharter & Tour is providing regular and ongoing training for every staff member and trainee about their roles, rights and responsibilities. New staff and trainees are given training in the beginning of every season (October) on emergency handling, communication, 1st aid and local culture. See attached files about our training schedule, materials and pictures of our first aid and boat safety education sessions from october 2019. Also all our key staff and trainees have done the Travelife basic training. The boat crews attended sustainability and safety training sessions provided by the Similan Islands National Park in September 2019. first aid notes.docx IMG_20191028_114224.jpg IMG_20191028_115059.jpg CCI10232019.jpg CCI10232019_0001.jpg CCI10232019_0002.jpg

		CCI10232019_0003.jpg CCI10232019_0004.jpg CCI10232019_0005.jpg CCI10232019_0006.jpg CCI10232019_0007.jpg DSC07706.jpg DSC07712.jpg Educations2.xlsx
<p>2.24. Personal development? The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>	<p>✓ —</p>	<p>See the attached file for our office staff, trainee and guide trainings in 2019:</p> <p>For our Thai boat crew, the company goal is to further educate them towards boat captains. Most of the training takes place in day to day work and individually and is therefore hard to record. Similancharter&Tour is setting up record and verification processes for the individualized trainings of the boat crew. See action plan</p> <p>10</p> first aid notes.docx IMG_20191028_114224.jpg IMG_20191028_115059.jpg

-  CCI10232019.jpg
-  CCI10232019_0001.jpg
-  CCI10232019_0002.jpg
-  CCI10232019_0003.jpg
-  CCI10232019_0004.jpg
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-  CCI10232019_0006.jpg
-  CCI10232019_0007.jpg
-  DSC07706.jpg
-  DSC07712.jpg
-  IMG_20191020_114354.jpg
-  Projectmanagementmaterial.pdf
-  ModerationEnglishversion.pdf
-  WhatsApp Image 2019_10_24 at 16.48.16.jpeg
-  WhatsApp Image 2019_10_24 at 16.48.20.jpeg
-  WhatsApp Image 2019_10_24 at 17.07.40.jpeg

		 Marine Life Class.docx  Action_Plan_20192020 2.xlsx  Educations2.xlsx
<p>2.25. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>Similancharter & Tour offers Traineeships every year for students studying Hospitality, Tourism and Experience management. Usually these trainees are from Europe since most of Similancharter & Tour's customers are European citizens. Similancharter also offers trainee programs on boats for locals, where captains and other members of the crew are educated.</p> <p>"As there are very specific requirements for our interns regarding their student status, their language skill set and their availability in our operating season, we offer our internships on specific internship portals, and not on our public website. There are only a few universities in Switzerland, Germany and Austria which provide the possibility of internships in the winter season, so we are working directly with the respective universities regarding our internships. See the attached files.</p> <p>3</p>  Bildschirmfoto 2019_10_09 um 12.46.57.png  Bildschirmfoto 2019_10_09 um 12.47.55.png  Bildschirmfoto 2019_10_09 um 12.50.01.png  Bildschirmfoto 2019_10_09 um 12.50.13.png  Bildschirmfoto 2019_10_09 um 12.51.09.png

3. Internal Management: environment and community relations










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Procurement

10







Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p>From 2019 on Similancharter is operating plastic free where possible. Necessary plastic bag use (example: trash bags for beach cleanups) are subsidised by certified biodegradable alternatives. Drinking water on the boat is not provided by plastic bottle , but by reusable, refillable alternatives. Straws and plastic cups at the pier catering have been replaced by traditional clutter. Similancharter is also using electronic documents when possible to reduce the amount of paper.</p>
<p>3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.</p>			<p>Similancharter & Tour increasingly buys products with an eco-label in their efforts to reduce their environmental impact. We are using products such as biodegradable plastic bags and recycled paper. See the attached files.</p> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="display: flex; align-items: center; margin-bottom: 5px;"> plasticbag10122019.pdf </div> <div style="display: flex; align-items: center;"> plasticbag110122019.pdf </div> </div>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>			<p>Similancharter & Tour is mostly using electronic documets. When paper needs to be used, we are using SHIH-TZU printing paper, which carries the ISO 140001 and is made of recycled paper.</p>


			 IMG_20191009_160045_1_.jpg  IMG_20191009_160034.jpg  IMG_20191009_160010.jpg
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	✓	
3.5. Certified coffee and tea At least 50% (in kilo or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.	✓	✓	As it is not sustainable to travel to Phuket to by fairtrade/ecological coffee, we buy coffee and tea grown in Thailand. We are using big instant coffee bags to minimize the plastic usage. coffee: https://www.khaoshong.com/en/product/detail/49/50 tea: see attached picture  arotea.png
3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	✓	—	When choosing office furniture & supplies we always try to choose products made in the local area or within Thailand. In our sales office our service counter was locally built to our specifications. Our desks, tables and sofa were also produced in Thailand, using wood from expired rubber plantations.  IMG_20191031_192038.jpg

3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.			Similancharter & Tour pays high attention in ordering the right quantities, and minimizes the use of packaging.  IMG_20191011_153545_1_.jpg
3.8. Catering Catering works sustainable and offers a large range of local, organic, MSC, fairtrade and healthy food.			
3.9. Giveaways Sustainability criteria are considered for giveaways and merchandise.			
3.10. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.			

Paper (promotional materials)



3



Action			Details
3.11. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).			
3.12. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).			So far Similancharter has not found an environmentally friendly printing company in Thailand, but we are constantly looking for one. Travelife recommended us to contact Siam Pearl Product Ltd. or Gao Sip Kao Idea and production but we did not find any information about these companies on the internet. Also the Travelife partner company

		<p>that was supposed to help us did not reply to the message our Travelife supervisor sent. Next time we are going to print is next year so by that time we try to find a solution.</p> <p> Action_Plan_20192020 2.xlsx</p>
<p>3.13. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an anual basis.</p>	<p>✓ —</p>	

Energy

11



Action			Details
<p>3.14. Energy reduction policy The company has an active commitment to reduce energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>	<p>✓</p>	<p>✓</p>	<p>Similancharter & Tour has short service cycles in order to maximise the energy efficiency of the tour boats. Electricity consumption at office is also minimised by switching off lights, computers, fans, AC etc. at the office in rooms that are not in use and at night. We also keep doors and windows closed when cooling is on.</p>
<p>3.15. Energy consumption and sources Energy consumption for heating and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>	<p>✓</p>	<p>—</p>	
<p>3.16. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>	<p>✓</p>	<p>—</p>	<p>Similancharter & Tour is using sustainable Ethanol 85 biofuel on all of the tour boats, where 85 % of the fuel mixture is based on sugarcane and corn based ethanol and only 15 % gasoline.</p>

3.17. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	✓	—	
3.18. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	✓	All our office lights are either Ecofit LED tubes T8 Mains or LED spots
3.19. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).	✓	—	<p>We have an automatic switch on/off system for our office's external illumination. The lights automatically illuminate at 18:00 and shut off at 23:00 via timer switch.</p> <p>In Thailand the sunsets approximately 18:00-19:00, our office is open to foot traffic from 11:00 - 21:30, therefore external illumination is required for safety reasons.</p> <p>After the office closes important notices regarding upcoming tours, such as changes due to weather conditions are posted outside the office and need to be illuminated. Most evenings customers will be walking to the bars, restaurants and hotels often until about 23:00.</p> <p>See the attached pictures of our external illumination and the timer.</p> <p> IMG_20191123_183351.jpg</p> <p> IMG_20191123_182958.jpg</p>
3.20. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	✓	Similancharter & Tour minimizes its electricity consumption by switching off lights, computers, fans etc. in rooms that are not in use and at night.
3.21. Light “switch-off” policy	✓	✓	Similancharter & Tour minimizes its electricity consumption by switching off lights,

Office lights are switched off after office hours.			computers, fans etc. in rooms that are not in use and at night.
3.22. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	Our reliance on electric equipment is minimal. All our office lights are either Ecofit LED tubes T8 Mains or LED spots. The office printer has power saving mode, automatic 2-sided printing and high yield toner.
3.23. Efficiency mode Where applicable, equipments are set by default to the energy-saving mode.	✓	✓	Similancharter & Tour is saving energy by setting the air conditioners to higher temperatures, switching computers to energy-saving mode, and turning off the lights during the day. Our staff is encouraged to apply these rules by having tags on equipments.
3.24. Other measures Other measures, not previously mentioned, have been implemented.	✓	—	

Water

5










Action			Details
3.25. Water reduction policy The company has implemented a policy to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	✓	As this is the first year that Similancharter & Tour has taken part in the Travelife program, we are unsure of our current water usage. Therefore our plan is to use this first year to take a benchmark reading of our monthly water usage, using our main sales office as a case study. Once we have accumulated the data for the first year we are going to look into viable water usage reduction methods.



			Action_Plan_20192020 2.xlsx
3.26. Water sourcing Water sourcing is sustainable and does not harm environmental flows.	✓	—	
3.27. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated.	✓	—	
3.28. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	—	
3.29. Rain water Waste water and/or collected rain water is re-used.	✓	—	





Waste management

7

Action			Details
3.30. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓	✓	<p>In Thailand the national legislation concerning waste disposal is not on a sustainable state. We want to be better and recycle as much as possible. Similancharter & Tour is separating all recyclable waste.</p> <p>We have separated our waste into 3 groups;</p> <p style="text-align: center;">Plastics, Glass & Metals Paper, Cardboard & Foam Wet Rubbish</p> <p>Once collected the result that can be recycled is sent on to local communities who then</p>



		<p>sell the waste materials to recycling centers in Bangkok. See attached pictures of our recycling stations.</p> <p>Similancharter&Tour will find out what is the official waste treatment policy for Phang Nga region, and find out which materials can really be recycled for optimizing our trash separating procedure.</p> <p> IMG_20191123_155848.jpg</p> <p> IMG_20191123_155840_1.jpg</p> <p> IMG_20191123_155912.jpg</p> <p> IMG_20191122_073243.jpg</p> <p> Action_Plan_20192020 2.xlsx</p>
<p>3.31. Waste reduction</p> <p>The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>	<p>✓ ✓</p>	<p>Similancharter operates plastic free where possible. Necessary plastic bag use (example: trash bags for beach cleanups) are subsidised by certified biodegradable alternatives. Drinking water on the boat is not provided by plastic bottle anymore but by reusable, refillable alternatives. Plastic cups at the pier catering are also replaced by ceramic ones and we are not using any straws. The same policy takes place at our office.</p> <p> IMG_20191012_164219.jpg</p> <p> bottles.jpg</p> <p> IMG_20191122_073226.jpg</p> <p> IMG_20191122_073308.jpg</p>

			 IMG_20191122_073312.jpg  IMG_20191123_161248.jpg
3.32. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	✓	—	Similancharter operates plastic free where possible. Drinking water on the boat is not provided by plastic bottle but by reusable, refillable alternatives. Straws and plastic cups at the pier catering are also replaced by traditional clutter. Same policy takes place at our office.
3.33. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.	✓	✓	Similancharter & Tour is not using non-refillable plastic bottles in the office. Instead, all employees are using refillable drinking bottles and traditional ceramic cups. There is also a refilling tank in the office.
3.34. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste and plastics). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.	✓	✓	In Thailand the national legislation concerning waste disposal is not on a sustainable state. We want to be better and recycle as much as possible. Similancharter & Tour is separating all recycable waste. We have seperated our waste into 3 groups; Plastics, Glass & Metals Paper, Cardboard & Foam Wet Rubbish Once collected the result is sent on to local communities who then sell the waste materials to recycling centers in Bangkok. See attached pictures of our recycling stations. Similancharter&Tour will find out what is the official waste treatment policy for Phang Nga region, and find out which materials can really be recycled for roptimizing our trash separating procedure.

			 Action_Plan_20192020 2.xlsx
3.35. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.	✓	✓	The office printer has refillable cartridges.  IMG_20191009_163329.jpg  printer.png
3.36. Recycling of batteries Batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	✓	Once we get batteries, we are going to collect them and take them to TESCO in Phuket where batteries are collected. See action plan.  Action_Plan_20192020 2.xlsx

Reducing pollution

4

Action			Details
3.37. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.	✓	—	
3.38. Pollution reduction policy The company has a policy to minimize and substitute the use of	✓	✓	Similancharter & Tour is using locally produced ecological washing up liquid and floor cleaner at the office and pier for cleaning the snorkeling masks. The local washing up

harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.

liquid consist of papaya, lime and Sodium Lauryl Ether Sulfate. As there is no domestic certification authority to reliably verify ecological aspects of chemical products on a scientific basis, Similancharter opts to use soap products with the least amount of non-organic chemicals. Decision is based on checking the listed ingredients for their impacts in the effluent chain. The chosen products contain the least amounts of chemical ingredients and their contents have the least impact on ecosystems and nature according to our research.

In our cases, most cleaning materials include Sodium Lauryl Ether Sulfate(s) as the main non organic chemical, our research has concluded that it is quite safe to use for humans and nearly non/toxic to aquatic life.

According to

[Environ Health Insights](#). 2015; 9: 27–32. Published online 2015 Nov 17. doi: [10.4137/EHI.S31765](#) PMID: PMC4651417 PMID: [26617461](#) [Cara AM Bondi](#) ,1 [Julia L Marks](#),2 [Lauren B Wroblewski](#),1 [Heidi S Raatikainen](#),1 [Shannon R Lenox](#) ,1 and [Kay E Gebhardt](#)1

"By the time cleaning product ingredients reach natural waters, they are mostly degraded. Ecotoxicity studies have determined that a surfactant concentration of 0.5 mg/L of natural water would be essentially nontoxic to fish and other aquatic life under most conditions.⁴² It is suggested, however, that chronic toxicity of anionic surfactants occurs at concentrations as low as 0.1 mg/L.⁴⁰"

source:

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4651417/>



IMG_20191012_123638.jpg

3.39. Paint



Lead-free and water-based paints are both used inside and outside,




when locally available.			
3.40. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).	✓	✓	Similancharter is using YAMAHA four-stroke engines on all tour boats which are much quieter than other engine types.

Mobility



6

Action			Details
3.41. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	—	A large percentage (over 75 %) of our staff is provided with accommodation within easy walking/cycling distance from their place of work. Therefore there is no need for them to use motorised transport. Due to the unreliability of Khao lak public transport whenever our staff need to travel futher affield, we provide group/shared transportation, for example when traveling to our pier on tour days.
3.42. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	—	
3.43. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	✓	—	
3.44. Employee incentives	✓	✓	It is not necessary to provide incentives for our staff to use public transport, as the

<p>Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycles).</p>			<p>public transportation available in Khao Lak is not for local commutes. Khao Lak is a small town and most of our staff are provided with company accommodation in close proximity, ie. walking/cycling distance, to their place of work and any other amenities they may require.</p>
<p>3.45. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	✓	—	
<p>3.46. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.</p>	✓	✓	<p>Similancharter & Tour operates tours using speedboats. Our speedboats are the first speedboats in the world, to the best of our knowledge that run on E85 Sustainable Biofuel.</p> <p>We are currently in communication with the Thai Marine & Coastal Conservation Department with an aim to sending samples of the exhaust water from our engines to be analysed in their lab and compared with the exhaust water from standard outboard engines running on normal fuel.</p> <p>For our car transfer supplier, see the attached file</p> <p> Mangrove Tree Contract _ Handbookpdf.pdf</p>

Sustainability training and awareness raising

1

Action			Details
3.47. Staff environmental training and information	✓	✓	See attached files for our action plan, training schedule of 2019 and our staffs

All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.

certificates from Travelife online trainings.

Similancharter & Tour office staff (4 people): 75 % of our office staff has done the Travelife Basic sustainability training and 50% Child protection training.

Local Guides (2 people): 100 % have done Travelife Leading the way course and 50 % Guides and 50% sustainability and Child protection training (See action plan).

Trainees (3 people, guide education part of internship, so they are also guiding): 100 % done Travelife Basic training, Guiding and Sustainability, Leading the way and Environmental Management and Child protection trainings.

Both guides and trainees have also received training on sustainable tour operations and visiting sensitive areas.



Tour Briefings Script.docx



Tour_briefing_SURIN.docx



_miriBasic training .pdf



larissa_personal_certificate Guides and Sustainability.pdf



larissa_personal_certificate Internal environment.pdf
















larissa_personal_certificate Leading the way.pdf





larissa_personal_certificate Sustainability Management Training.pdf



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-  lissypersonal_certificate_guidesandsust_2_.pdf
-  lissypersonal_certificate_leadingtheway_3_.pdf
-  lissypersonal_certificate_travelifebasic_4_.pdf
-  miri_Guides and sustainability .pdf
-  miri_Internal environment management .pdf
-  miri_personal_certificate_leadingtheway.pdf
-  liapersonal_certificate_basic.pdf
-  Nikopersonal_certificate_basic.pdf
-  Sampersonal_certificatebasic.pdf
-  Action_Plan_20192020 2.xlsx
-  NANAchildprotection.pdf
-  NANAguidesandsustainability.pdf
-  Tarnleadinghtway.pdf
-  NANAleadingtheway.pdf

Land use and community relations



Action			Details
3.48. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.	✓	✓	
3.49. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.	✓	✓	
3.50. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of first certification) is based on locally appropriate and sustainable practices and materials.	✓	✓	
3.51. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.	✓	✓	

4. Inbound partner agencies

13

Inbound partner agencies



7

Action			Details
<p>4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	
<p>4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	✓	✓	
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in</p>	✓	✓	

sustainability training(s) for travel companies.			
4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.	✓	✓	
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	✓	✓	
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	✓	✓	

Specific conditions

6

Action			Details
4.8. Contracts Written contracts with partner agencies are in place.	✓	✓	
4.9. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.	✓	✓	
4.10. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).	✓	✓	









<p>4.11. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>	✓	✓	
<p>4.12. Licence Partner companies comply with local, national and international legislation and regulations.</p>	✓	✓	
<p>4.13. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.</p>	✓	✓	

5. Transport

7

Selecting transport suppliers

6



Action			Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>			<p>Similancharter & Tour operates tours using speedboats, not cars or busses. Our speedboats run on sustainable E85 biofuel to reduce their carbon footprint by up to 80%.</p> <p>Our customers are transported to our pier with minivans, which have space for 11 people. We minimize the amount of minivans used by ordering our drivers to pick up customers from many hotels. Bigger vehicles cannot be used as there is not enough space on the narrow streets.</p> <p>In the near future we are going to cooperate with a transport company which also operates a carbon off-setting project to further reduce our impact on the environment.</p>
<p>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p>			
<p>5.3. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>			

6. Accommodations

16

Accommodations

9

Action			Details
6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.	✓	✓	
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	✓	✓	
6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.	✓	✓	
6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	✓	

6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.	✓	✓	
6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).	✓	✓	
6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	✓	
6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓	✓	
6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	✓	

Specific conditions

7

Action			Details

<p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>	✓	✓	
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>	✓	✓	
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>	✓	✓	
<p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	✓	✓	
<p>6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	✓	✓	
<p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	✓	✓	











6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).	✓	✓	
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7. Activities

14

Activities



7




Action			Details
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).			All of the tours Similancharter & Tour is operating are environmentally sensitive as on all tours national parks are visited.
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.			Similancharter & tour is using E85 fuel on all of it's tour boats. E85 fuel is a mixture of of sugarcane and corn based ethanol (85 %) and gasoline (15 %). This reduces the carbon footprint of tours considerably. Similancharter also operates plastic free where possible. Necessary plastic bag use (example: trash bags for beach cleanups) are subsidised by certified biodegradable alternatives. Drinking water on the boat is not provided by plastic bottle but by reusable, refillable alternatives. Straws and plastic cups at the pier catering are also replaced by traditional clutter. Similancharter is also not visiting indigenous people living in one of the national parks in order to reduce the cultural disturbance.
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.			
7.4. Distribution of codes of conduct/guidelines for sensitive			

















<p>excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>			
<p>7.5. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	✓	✓	
<p>7.6. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p>	✓	✓	
<p>7.7. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>	✓	✓	





Specific criteria

7

Action			Details
<p>7.8. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.</p>	✓	✓	

<p>7.9. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.</p>	✓	✓	
<p>7.10. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	✓	✓	
<p>7.11. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.</p>	✓	✓	<p>All of our tours take place in marine national parks.</p> <p>During our tours all customers are advised that touching, feeding or interacting with wildlife in an un-natural way is strictly prohibited by the National Park Regulations.</p> <p>These regulations are explained by the tour guides before the boat departs from the pier and customer are also reminded at intervals throughout the day. National Park regulations are also clearly displayed on signs in key areas throughout the park.</p>
<p>7.12. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	✓	✓	<p>All of our guides are certified and receive comprehensive training on sustainable tourism and minimizing the environmental impact of the tours. Same thing applies to our trainees, who are trained for guiding, and because of that do guiding work as well.</p> <p> Tour Briefings Scriptpdf.pdf</p> <p> Tour_briefing_SURINpdf.pdf</p> <p> first aid notes.docx</p>

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-  CCI10232019_0002.jpg
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-  WhatsApp Image 2019_10_24 at 16.48.20.jpeg
-  WhatsApp Image 2019_10_24 at 17.07.40.jpeg




			 Marine Life Class.docx  IMG_20191205_142501.jpg  Tarnguidelicense.jpg  Tarnguidelicense2.jpg
<p>7.13. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	✓	✓	<p>Similancharter & Tour itself is a local tour company, and we employ and train local people in their traditional profession (boat crew and captains). In the future we are planning on supporting the local sea nomad community living in one of our tour destination national parks, Surin national park.</p>
<p>7.14. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	✓	✓	<p>As each of our tours takes place within a national park, each customer is required to pay a national park entrance fee. These fees are included in the sales price and paid by us on the customer's behalf.</p> <p>These fees help to finance research and maintainance within natioanal parks throughout Thailand, as and when the National Park Department sees fit.</p> <p>We are organizing tours to Koh Surin, Similan and Laem Son national parks in southern Thailand.</p>

8. Tour leaders, local representatives and guides

9

Tour leaders, local representatives and guides

9

Action		Details
<p>8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.</p>	<p>✓</p>	<p>Required by the law, Similancharter employs local boat crew and tour guides.</p>
<p>8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.</p>	<p>✓</p>	<p>See the attached files for guide application. For local guides there are no formal written contracts but they are verbally briefed about the terms and conditions of their employment (see 2: Social policy and human rights)</p> <p> application.pdf</p> <p> nanacontract.jpg</p>
<p>8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.</p>	<p>✓</p>	<p>All our staff are paid the legal minimum wage or above. Thai law specifies a minimum living wage as 320 Baht per day.</p> <p>Our boat crews receive a starting wage of 9000 Baht per month plus 200 Baht extra for each day they work.</p> <p>The recommended daily wage for a licensed tour guide is 1200 Baht per day. We pay between 1200 - 1500 Baht per day depending on skills and experience.</p>

		<p>Tips are shared equally between the crew member of each boat.</p>
<p>8.4. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	<p>✓ ✓</p>	<p>Similancharter&Tour is employing local certified guides (see the attached files for guide licences), who receive additional training by our company. For the season 2019-2020 we have 2 licenced local guides.</p> <p>Guide trainings for certified guides Fall 2019:</p> <p>Online:</p> <p>Travelife leading the way online course: 2 guides (10.12.2019 & 11.12.2019)</p> <p>Travelife guides and sustainability online course: 1 guide (9.12.2019)</p> <p>Travelife Child protection training: 1 guide (9.12.2019)</p> <p>Similancharter trainings:</p> <p>Season Start/Intro</p> <p>20.10.2019</p> <p>30min</p> <p>Niko Aigner</p> <p>Napasorn Kanpon, Tarn Ninnatesiri</p> <p>General Briefings</p> <p>23.10.2019</p> <p>60min</p>

Niko Aigner
Napasorn Kanpon, Tarn Ninnatesiri
Team Work (moderation)
25.10.2019
120min
Niko Aigner
Napasorn Kanpon
Thai Culture
23.10.2019
60min
Niko Aigner
Napasorn Kanpon
Health & Safety Theory
23.10.2019
90min
Sam Goodey
Napasorn Kanpon, Tarn Ninnatesiri
Marine Life

24.10.2019

120min

lia Suomi

Napasorn Kanpon, Tarn Ninnatesiri

Supervised Tour

26.10.2019

10 hours

lia Suomi

Napasorn Kanpon, Tarn Ninnatesiri

First Aid Training

27.10.2019

100min

Sam Goodey

Napasorn Kanpon

Sustainability

3.11.2019

60min

lia Suomi

Napasorn Kanpon, Tarn Ninnatesiri

Tipping culture in Thailand's tourism industry

11.11.2019

30min

Niko Aigner

Napasorn Kanpon

Operations briefing

11.11.2019

30min

Niko Aigner

Napasorn Kanpon

Tour Leader Role and Responsibilities

27.11.2019

30min

Niko Aigner

Napasorn Kanpon, Tarn Ninnatesiri

Our trainees are also guiding, as guide training is part of their internship.

Training for trainees Fall 2019:

Online:

Lisa-Marie Zohn (trainee)

Miriam Reigger (trainee)

Larissa Wegmann (trainee)

TL Environmental Management 22.10.2019

TL Environmental Management 21.10.2019

TL Environmental Management 21.10.2019

TL Guiding & Sust. 21.10.2019

TL Guiding & Sust. 21.10.2019

TL Guiding & Sust. 21.10.2019

TL Leading the way 21.10.2019

TL Leading the way 21.10.2019

TL Leading the way 21.10.2019

TL Child Protection Training 22.11.2019

TL Child Protection Training 22.11.2019

TL Child Protection Training 22.11.2019

Similancharter training:

Guide Education Season 2019-2020

Education

Time

Duration

Teacher

Participants (trainees)

Season Start/Intro

20.10.2019

30min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

General Briefings

23.10.2019

60min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Team Work (moderation)

25.10.2019

120min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Thai Culture

23.10.2019

60min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Health & Safety Theory

23.10.2019

90min

Sam Goodey

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Marine Life

24.10.2019

120min

lia Suomi

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Tour Inspection

25.10.2019

10 hours

lia Suomi

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Supervised Tour

26.10.2019

10 hours

lia Suomi

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

First Aid Training

27.10.2019

100min

Sam Goodey

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Thai Language

1.11.2019

Sam Goodey, Nana Kanpong

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Sustainability

3.11.2019

60min

lia Suomi

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Tipping culture in Thailand's tourism industry

11.11.2019

30min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Operations briefing

11.11.2019

30min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann

Tour Leader Role and Responsibilities

27.11.2019

30min

Niko Aigner

Lisa-Marie Zohn, Miriam Reigger, Larissa Wegmann



first aid notes.docx



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<p>8.5. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies’ sustainability policy and are expected to comply with it.</p>	<p>✓ ✓</p>	<p>All our guides must read through and learn our sustainability policy. If there are updates in the sustainability policy, we will go through the changes in our monthly sustainability meetings, which we hold every first wednesday of each month. The sustainability policy is is handed out either as a hard copy or via email depending on the employees will.</p>
<p>8.6. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓ ✓</p>	<p>Similancharter&Tour has employed 2 licenced local guides for the season 2019-2020. Both of them have done Travelife leading the way course. One has also done guides and sustainability and child protection training. The other guide is going to do guides and sustainability and child protection training during December 2019 (see action plan). Both guides have taken part in our own sustainability training in 3.11.2019</p>

All our trainees (3), who are educated for tourguiding and working on the tours, have done the following Travelife courses: Leading the way, Basic sustainability training, Guides and sustainability, environmental management and Child Protection Training. All the trainees have taken part in Similan charters sustainability training in 3.11.2019.

See attached files for our guides certifications, guide education schedule for the season 2019-2020 and action plan.



_miriBasic training .pdf



larissa_personal_certificate Guides and Sustainability.pdf



larissa_personal_certificate Internal environment.pdf



larissa_personal_certificate Leading the way.pdf



larissa_personal_certificate Sustainability Management Training.pdf



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lissypersonal_certificate_leadingtheway_3_.pdf













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miri_Child protection.pdf



miri_Guides and sustainability .pdf

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<p>8.7. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓ ✓</p>	<p>Similancharter & Tour provides regular, ongoing training sessions for all tour guides. It is important that all our staff are have a good understanding of the local area and all relivent enviromental and sustainability aspects. These training sesions take place regularly and are overseen by our Sustainability Co-Ordinator.</p>  Tour Briefings Script.docx  Tour_briefing_SURIN.docx
<p>8.8. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage,</p>	<p>✓ ✓</p>	<p>All our staff receives comprehensive training on relevant sustainability matters such as how to visit sensitive ecosystems and how can one help protecting them. All this information is shared with customers during our tours. See the attached files for our tour briefing examples.</p>









<p>resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).</p>		<p> Tour Briefings Scriptpdf.pdf</p> <p> Tour_briefing_SURINpdf.pdf</p>
<p>8.9. Sexual exploitation of children: staff training Tour leaders and local representatives, contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.</p>	<p>✓ ✓</p>	<p>Similancharter has 2 licenced local guides for the season 2019-2020, and one of them has done the Travelife Child protection training. The other guide is going to do the course in December 2019.</p> <p>All our trainees (3) have done the Travelife Child Protection Training.</p> <p>See the attached files for certificates and action plan.</p> <p> lissy_personal_certificate_childprotection_5_.pdf</p> <p> miri_Child protection.pdf</p> <p> larissapersonalcertificate Child Protection.pdf</p> <p> Action_Plan_20192020 2.xlsx</p> <p> NANAchildprotection.pdf</p>

9. Destinations



8

Selection of destinations

3

Action			Details
9.1. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.			The Departement of National Parks as well as the Departement of Coastal and Marine Ressources clearly state that certain daytrip destinations are already overexploited. Conducting tours to those destinations are not only questionable in sustainability concerns, but customer satisfaction cannot be guaranteed anymore. In light of this we have, in cooperation with the Marine Park Departements, created new products and tours to hardly visited destinations, namely Koh Kam, Koh Ra and Koh Prathong which we operate with exceedingly good customer satisfaction rates.
9.2. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).			Due to their current state of marine life, still exceedingly high guest frequency and limited beach- and snorkel options, we do not encourage sales of the Similan Island tour. We also do not encourage our parters and agents to sell this tour.
9.3. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.			

Local projects and initiatives

Action			Details
9.4. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.	✓	✓	
9.5. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)	✓	—	
9.6. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).	✓	—	
9.7. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.	✓	—	
9.8. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and	✓	✓	Similancharter&Tour does not sell or promote any forbidden souvenirs. On the contrary, we inform our customers about what not to purchase in the destination (such as endangered / fragile species (flora and fauna), any type of coral and products made of corals, all big shells, ivory and products made of ivory cactuses or orchids (e.g. rain

archaeological artefacts (except as permitted by law).












sticks are made of cactuses and are forbidden) Chinese medicines and plasters, any products made of the skins of tortoises, crocodiles, snakes, big cats, butterflies or parrots) We also have a strict policy against collecting seashells and coral during our tours.


10. Customer communication and protection

23

Prior to booking

9

Action			Details
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.			
10.2. Customer privacy The company ensures that customer privacy is not compromised.			See attached file.  privacy_policy_sc.pdf
10.3. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.			Similancharter has a policy of honesty. On the web site both downsides and upsides of the tours are informed to customers together with all other information. Similancharter also does not encourage customers to pick a tour to the overcrowded Similan Islands but is encouraging for more sustainable options.
10.4. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.			Price information is clear on the website and on all materials. Sustainability claims are also visible on all our sales channels. our sustainability claims: https://similanstour.com/sustainability/

<p>10.5. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓</p>	<p>✓</p>	<p>Similancharter is introducing all the tour destinations comprehensively on the web site and on other sales channels. Additively on the web site both downsides and upsides of the tours are informed to customers together with all the other tour information. Similancharter also does not encourage customers to pick a tour to the overcrowded Similan Islands but is encouraging for more sustainable options. Sustainability claims are also clear on all our sales channels.</p> <p> highlight.png</p>
<p>10.6. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.</p>	<p>✓</p>	<p>✓</p>	
<p>10.7. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	<p>✓</p>	<p>—</p>	<p>As we are a sea tour operator with a small tour selection, all our tours fall within the same sustainability standards.</p> <p>Only exception is the tour to Similan Islands, as the Similan National Park is overcrowded.</p> <p>On our website we are informing Koh Kam and Surin tours being a better option than Similan, as these national parks are not visited by thousands of people every day.</p> <p>https://similanstour.com/sustainability/</p> <p>"You have probably noticed, that there are only a few popular sea tour destinations around Khao Lak: Similan, Surin and Koh Phi Phi – destinations visited by big numbers of tourists every year. Similancharter & Tour also offers alternative tour destinations, which helps to reduce the already existing negative effects for these popular national parks. This means you can enjoy your day at sea on lonely paradise islands – and help the local environment!"</p>

<https://similanstour.com/similan-islands/>

"During the opening time of the Similan National Park – November to April – the islands are visited by several hundred – sometimes several thousand – guests every day. We bear this ever-growing number of visitors to the Similan bill and have adjusted our tour accordingly."

"1982 the islands were declared the status of a national park, attracting countless visitors since then.

The coral reefs of the Similan Islands have suffered repeatedly in the recent decades. In the mid-nineties, the first scientifically testified coral death occurred in this region. After the Similans had recovered from it the Indian Ocean Tsunami of 26.12.2004 hit the large coral structures without affecting the overall health of the reefs. During the summer months of 2010, the latest coral bleaching occurred, which killed about 80% of the corals in shallow water (above 10 meters) – the deeper regions at around 20-30 meters were largely unaffected by this event.

Since 2012 growth conditions for corals and the reefs are very good and currently the reefs recover on a surprising speed. Since 2013, the sea creatures have to deal only with the increasing number of snorkelers, as the daily limit for visitor to the area was raised."

<https://similanstour.com/tour/similan-snorkeling-daytrip/>




"To make it clear: **the Similans are very popular and are visited by ever increasing numbers of guests.** That is why we have decided for an early bird tour schedule. If you are ok with an early departure, we think that we can offer you a more acceptable tour to the Similans without really big crowds of tourists. **If you don't like the crowds**, we recommend you to book our exclusive [Koh Kam Tour](#), where you can spend your day on empty paradise beaches! At the moment the [Surin Islands](#) have the **best snorkeling reefs around Khao Lak**. Surin national park is also not as popular as the Similans, so on our [Surin Snorkel Daytrip](#) you can get a perfect snorkeling getaway!"



10.8. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	—	
10.9. Sustainability commitment (Potential) direct customers are clearly informed about the related sustainability commitments and actions.	✓	✓	



After booking and during holidays

11

Action			Details
10.10. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	✓	On the tour website comprehensive information of the tour destinations' nature is provided. Our well-trained staff also provides information of Khao Lak's natural surroundings and local culture during tours, at office and via email.
10.11. Destination Do's and Don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal	✓	✓	Our customers receive information about key sustainability aspects, such as waste, sustainable travelling and illegal souvenirs on our comprehensive tour briefings.












souvenirs, cultural habits, dress code, initiatives to be supported).			 Tour Briefings Scriptpdf.pdf  Tour_briefing_SURINpdf.pdf
10.12. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	✓	All tour related safety information is on our tour website (https://similanstour.com/faq/), and we don't take customers with pregnancy or heart/back issues on tour. This is mentioned on almost every page of our website. In the beginning of every tour our guides go through safety briefing, where they get information about safety on boat and how to make through a hot day at sea. Before snorkeling there is a safety briefing on how to be safe in the water and how to use the snorkeling gear properly.
10.13. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	✓	There is a hotline number on our tour website for urgent calls and emergency and one of our staff is always carrying the hotline phone.
10.14. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	✓	 Similancharter_emergency_Policy.pdf
10.15. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.	✓	✓	All our tours take place in areas with sensitive ecosystems, so it is very important for us to inform customers properly for minimizing the adverse visitor impact. Before snorkeling at coral reefs there is briefing on how to be safe in the water without disturbing the local fauna, and that all kinds of interaction such as touching, chasing and feeding of the animals is prohibited. This is very crucial also for the customer fulfilment, as some of the coral is sharp and some species are slightly poisonous. For minimising the adverse visitor impact we are operating as plastic free as possible and have strict policy for littering. This also maximises visitor fulfilment when customers can enjoy trashless beaches.

			 Tour Briefings Scriptpdf.pdf  Tour_briefing_SURINpdf.pdf
10.16. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	✓	This is not relevant to us, as Khao Lak is a family destination without any "shady" nightlife options. In this matter it would be rude to communicate this to our customers during our snorkeling tours.
10.17. Illegal souvenirs Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).	✓	✓	Similancharter & Tour asks for it's customers to be aware of goods that may be manufactured through child labour and local laws regarding purchase and export of antiquities. We will ask not to buy items derived from endangered / fragile species (flora and fauna). It is forbidden to take such souvenirs to Europe, and they risk a big fine. Here is a list of examples of products/materials that are forbidden: any type of coral and products made of corals, all big shells, ivory and products made of ivory, cactuses or orchids (e.g. rain sticks are made of cactuses and are forbidden) Chinese medicines and plasters, any products made of the skins of tortoises, crocodiles, snakes, big cats, butterflies or parrots.
10.18. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	✓	Khao Lak is a village, where almost all the restaurant and shops are local. Only few chain restaurants exist.
10.19. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	✓	

10.20. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).			
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After holidays

3

Action			Details
10.21. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.			Similancharter has a feedback form for all tour customers and corrective actions are taken if necessary. Also other reviews such as Tripadvisor is being monitored regularly.  feedbackformPDF.docx
10.22. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.			On the tours we are assessing our customers' experience on the waste management, plastic reduction and nature conservation information. There is also space for additional comments, if customers want to request for improvements.  feedbackformPDF.docx
10.23. Complaints The company has clear procedures in case of complaints from clients.			Similancharter takes all complaints seriously and discusses them within the team. Possible changes are made if necessary.  complaint_procedure.pdf

