

# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

## SUSTAINABILITY REPORT 2023

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | MYANMAR | LAOS

# TABLE OF CONTENTS

Our mission

Our commitment to operate sustainably

Environmental reporting

In-destination achievements

Planning for 2024

Appendix

Pages

3

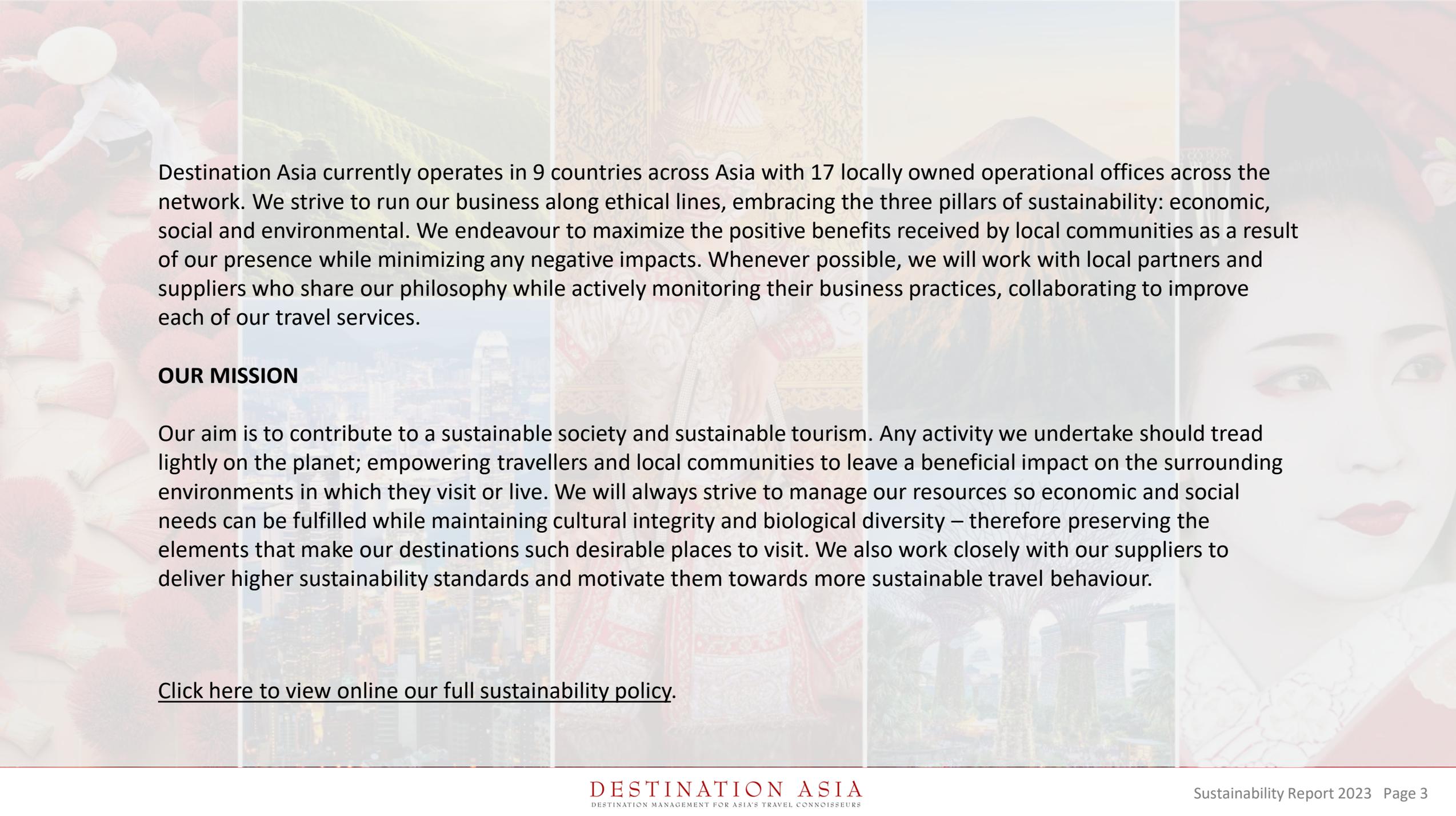
4-10

11-13

14-21

22

23-31



Destination Asia currently operates in 9 countries across Asia with 17 locally owned operational offices across the network. We strive to run our business along ethical lines, embracing the three pillars of sustainability: economic, social and environmental. We endeavour to maximize the positive benefits received by local communities as a result of our presence while minimizing any negative impacts. Whenever possible, we will work with local partners and suppliers who share our philosophy while actively monitoring their business practices, collaborating to improve each of our travel services.

## **OUR MISSION**

Our aim is to contribute to a sustainable society and sustainable tourism. Any activity we undertake should tread lightly on the planet; empowering travellers and local communities to leave a beneficial impact on the surrounding environments in which they visit or live. We will always strive to manage our resources so economic and social needs can be fulfilled while maintaining cultural integrity and biological diversity – therefore preserving the elements that make our destinations such desirable places to visit. We also work closely with our suppliers to deliver higher sustainability standards and motivate them towards more sustainable travel behaviour.

[Click here to view online our full sustainability policy.](#)

## OUR COMMITMENT TO OPERATE SUSTAINABLY



**David Andrews**  
Sustainability Champion

*“We take immense pride in presenting our second sustainability report, which underscores our continued commitment to responsible actions and the development of policies to help guide us. At Destination Asia, our efforts continue to involve close collaboration with partners and suppliers to heighten awareness and set the benchmark for responsible initiatives. While significant strides have been taken, there remains a substantial amount of work ahead. We are actively engaged in monitoring, evaluating, and implementing policies to enhance our environmental footprint. This report offers a snapshot of our current position and outlines our intentions for making further advancements in the upcoming year.*”

[Click here](#) to read more online about our commitment to sustainability management.

If you have any questions regarding our code of conduct surrounding sustainable travel, please contact us at:  
[responsibletravel@destination-asia.com](mailto:responsibletravel@destination-asia.com)

## OUR COMMITMENT TO OPERATE SUSTAINABLY

Strengthening our commitment to sustainability management and to deliver consistent sustainable business practices, Destination Asia joined the Travelife Sustainability in Tourism Scheme in 2017 to steer its practices along a more responsible path.

As an active member of Travelife, we must meet the standards of over 200 sustainability criteria that can be grouped into five key areas: Office operations; Product development; Working with suppliers; Customer relations and destinations.



Destination Asia Indonesia Travelife Certified  
(valid till 22 August 2025)



Destination Asia Malaysia Travelife Partner Level  
(expired 21 October 2023 – currently applying for Certification level)

Destination Asia Thailand Travelife Partner Level  
(expired 3 November 2023 – awaiting approval of Partner certificate)

## OUR COMMITMENT TO OPERATE SUSTAINABLY

Below are the policies that help us commit to minimum standards so we can meet our social, environmental and economic obligations. These are grouped under the Travelife initiative criteria.

### 1. Sustainability management & legal compliance

Destination Asia provides sustainability training for its guides and has a list of, building actions around the three principles of: ‘Delivering Authentic Experiences’; ‘Working With the Community’, and ‘Caring for the Environment’.

We published a code of conduct for our drivers and sustainability guidelines for transport suppliers. We share group-wide policies concerning guide operations and ground safety concerning supplier transportation.

At Destination Asia we actively separate waste to enable efficient recycling. Each office has separate baskets for waste types and measures total waste produced each month.

**DESTINATION ASIA**  
DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

# Responsible Travel

**WE PROMOTE ECONOMIC DEVELOPMENT**

- Support and give preference to local suppliers and local communities.**  
Small local businesses rely solely on local passing trade for their survival – breathe life into your local community by purchasing locally produced goods and working with small enterprises.
- Support Community Based Tourism initiatives.**  
Encourage the creation of and suggest community based tours. This way we can ensure the benefits go directly back into the community where we work and live.
- Be responsible and fight corruption.**  
Ensure all taxes and fees are paid by adhering to local laws – lead by example.
- Allow time for local interaction.**  
Leave free time in itineraries and share local recommendations (restaurants, shops etc.) with clients so they can contribute to the local economy.

**WE WORK WITH THE COMMUNITY**

- Help protect children at risk of crimes against them.**  
It's our duty to make people aware of positive policies designed to protect children.
- Maintain the integrity of the local community.**  
Promote tours that respect local culture and give back to the community. Give preference to businesses which conserve cultural heritage and traditional values, ensuring more meaningful connections between visitors and the host.
- Stand up for equal rights in the workplace and the community.**  
We adhere to and demand that our suppliers follow local employment regulations and promote equal rights.
- Help our clients avoid poverty exploitation.**  
Suggest an element of CSR in your next itinerary and avoid excursions that exploit children (such as orphanage visits). Educate clients about tipping and how to avoid making the wrong decision when faced with challenging situations.

**WE CARE ABOUT THE ENVIRONMENT**

- Remember: Refuse, Reduce, Reuse, Recycle.**  
We all live on one planet – take responsibility for your part in protecting its future. Advise clients about reusable water bottle options instead of relying on single use plastic bottles.
- Show that we care about wildlife.**  
Animals in the wild are our first recommendation for viewing. Any promoted animal center must be certified and responsible. Promote eco-friendly and sustainable attractions that help to preserve wildlife and the environment.
- Keep a low carbon footprint wherever possible.**  
Suggest alternative, more environmentally friendly forms of travel where possible.
- Give preference to sustainable suppliers.**  
Give priority to those suppliers whose sustainable policies align with our own.

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | MYANMAR | LAOS

## OUR COMMITMENT TO OPERATE SUSTAINABLY

### 2. Internal management: environment & community relations

We provide water dispensers in all Destination Asia office to reduce the use of single plastic. Our team in Indonesia has collaborated with the NGO refillmybottle.com to provide water dispensers for the public to also enter and refill with clean, drinkable water. An energy saving policy is in place for all employees, covering air conditioning, lighting and computers. LED lighting is installed where possible. Air con unites are switched off during breaks, at night and over the weekend period. Low energy computers are purchased with devices switched off during breaks. Printers are also set by default set to double sided printing in greyscale.

All USB purchased by Destination Asia are made from sustainably sourced bamboo. Other giveaway items for use at tradeshows include reuseable coffee cups and hand-made candles (made with soya wax) in woven baskets (produced in Thailand). Organic cleaning materials are used to clean each of the offices where the cleaner is employed by Destination Asia.

Destination Asia has a no print policy for brochures produced at the head office. All brochures are developed electronically as ebooks and made accessible online.

At our office in Bali, a rain bucket is used to collect water to then water plants and wash the fleet of vehicles. They have also inserted a water bottle into the toilet cistern to reduce the amount of water used when flushing.

## OUR COMMITMENT TO OPERATE SUSTAINABLY

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### **3. Accommodation**

For any accommodation that has achieved sustainability certification, we place a 'DA Responsible Choice' badge against the property in our agent hub. These properties by default will show first in any search results. We also ask all properties to sign a sustainability contract that requires a minimum standard to be met regarding services and accommodations offered.

### **4. Marketing & Communications**

We publish a group-wide internal newsletter named 'Responsible Steps'. This bi-monthly e-news covers all achievements and initiatives in place across our network to inspire others within the company. Group-wide achievements are also communicated to our full database via our flagship newsletter, Asia Talk.

We also tag sustainable news features on our news website by country so they can be easily searched for.

## OUR COMMITMENT TO OPERATE SUSTAINABLY

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We have committed to improving sustainable practices under 4 key drivers within Destination Asia and along our supply chain. These are outlined below under the following titles; zero waste offices, sustainable sourcing, responsible products and monthly measurements.

### **Zero Waste Offices**

We have reduced emissions in our offices by installing energy saving lighting where possible and purchasing low energy use laptops. While plastic is still used, we have reduced its use considerably by providing re-usable coffee cups and glasses, and bags-for-life so staff no longer have to accept plastic carrier bags. We also provide kitchens with cutlery to avoid plastic knives and forks. We ensure that devices are switched off during breaks and printers are switched off and unplugged at the end of each working day and over the weekends.

### **Sustainable Sourcing**

Within our offices we only buy locally produced fair-trade coffee and tea for employees and source responsible office materials from sustainable suppliers (such as USB made from sustainable bamboo sources). We bulk purchase when possible to avoid excess waste. Our transport and accommodation suppliers are made aware of key sustainability goals and objectives. Sustainability clauses are being integrated into contracts and signed accordingly.

## OUR COMMITMENT TO OPERATE SUSTAINABLY

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### Responsible Products

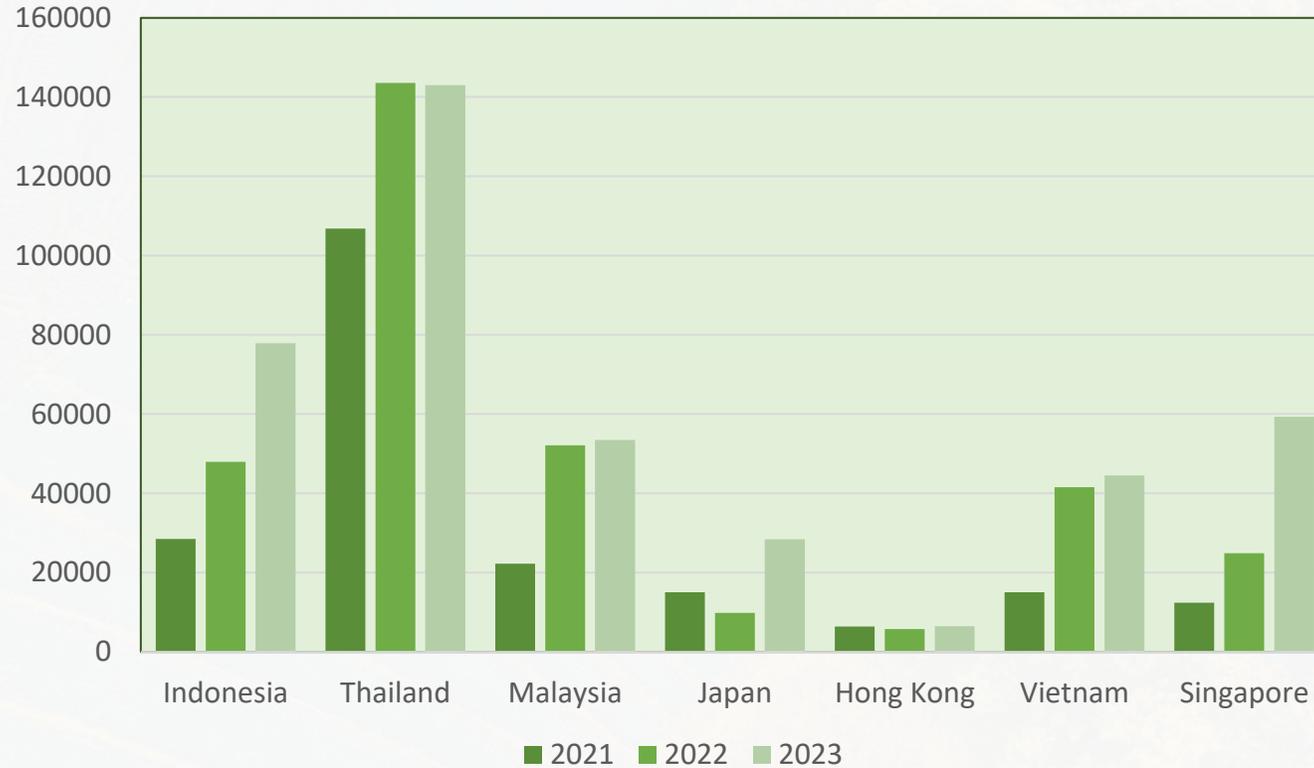
When developing new products, we place an emphasis on providing responsible options such as reduced carbon travel, increased interaction with local communities, engaging with conservation initiatives and giving back to local communities through charitable work. We cover product development extensively later in this report. We no longer provide complimentary single-use plastic water bottles as standard practice in any countries. Within our operations in Indonesia, we use recyclable glass bottles on all leisure programs and biodegradable wet tissues for our transfer and tour activities. These environmentally friendly tissues are wrapped in plastic-free packaging, made from bamboo and are non-toxic. For M&I programs we encourage clients to use refillable water bottles and can facilitate the purchase of them when required.

### Monthly Reporting

To reduce our carbon footprint, we must understand where emissions stem from within our operations. From internal energy use to staff flights, use of water and waste, we measure our footprint each month. We aim to reduce staff travel as much as possible to cut down on carbon emissions, opting to use technology to host online meetings instead. Dependent upon the role, Destination Asia also offers the option to work from home on certain days of the week.

# ENVIRONMENTAL REPORTING

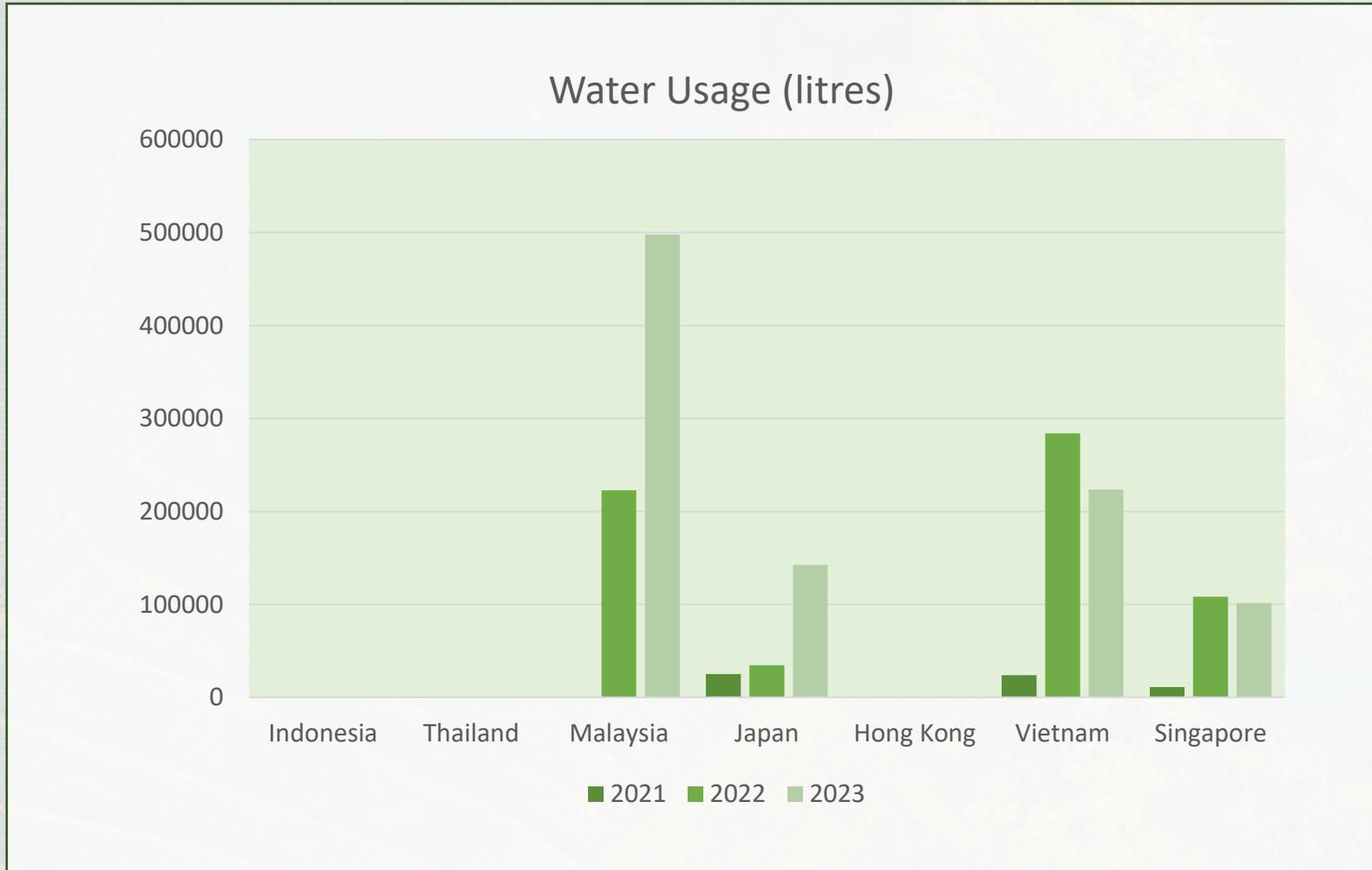
## Electricity Usage (Kwh)



Our teams have grown continually over a 3-year period from 2021-2023. However, since returning to offices post-covid in 2022, we implemented a hybrid working scheme.

In 2024 we are reviewing our lighting policies to help reduce electricity usage.

# ENVIRONMENTAL REPORTING



In Thailand and Indonesia, we are unable to track water usage as it is included in the rental rates.

# ENVIRONMENTAL REPORTING



This chart shows total waste produced. While some offices are making great efforts to recycle waste, we must continue efforts to reduce the amount sent to landfill across the Group.

In Indonesia approximately 40% of total waste is recycled, avoiding going to landfill.

## IN-DESTINATION ACHIEVEMENTS: THAILAND

### **Baan Nok Kamin**

The Baan Nokkamin Foundation is nationwide Christian organisation that offers rescue and assistance to children in hardship, including orphans and the many children living on the streets, by developing and strengthening them emotionally, so they are ready to face the future. In December the team collected items such as cuddly toys, school supplies, toiletries and clothing at the head office in Bangkok. The donations were for girls and boys aged 2-14 years living at Baan Nok Kamin home for street children and orphans – a charity supported for several years by Destination Asia Thailand.

### **Electric Vehicle Transfers**

As part of our commitment to reduce our environmental footprint and help lower emissions of CO2 in tourism, the team in Thailand offers clients the option to book transfers in and around Bangkok using fully electric vehicles. For guests entering Thailand, we can provide an airport transfer with zero carbon emissions. At present we can provide transfers in electric vehicles from Bangkok Airport (Suvarnabhumi) to all city hotels, Hua Hin, and Pattaya beach destinations.

### **Single Use Plastic Awareness**

Destination Asia Thailand recently held information sessions about the detrimental impact single-use plastics have on the environment in Thailand and on a global level. Led by Sustainability Coordinator Sakatisnacharinpatas (James) Suttimetikul, the sessions aimed to enlighten the Head Office and Thailand teams about the adverse effects of single-use plastics and introduce practical reusable alternatives. Staff were encouraged to brainstorm innovative ways they could minimise single-use plastic consumption, both in the office and at home and James shared important updates on government initiatives designed to address plastic pollution in Thailand.

## IN-DESTINATION ACHIEVEMENTS: THAILAND

### **Tourlink**

Along with other Thailand-based DMCs, Destination Asia is a key partner in an initiative managed by TourLink that aims to green the Thai tourism supply chain through a business-led approach. The initiative aims to involve EU buyers, Thai tour operators and their suppliers with a focus on the Value Chain Analysis (VCA). VCA aims to give a situation update and baseline to inform, update, guide, and monitor the TourLink project. The project aims to support the Thai travel sector to become more sustainable by providing; standardized sustainability standards and an internationally recognized certification.

### **Rajvithi Home for Girls**

The Rajvithi Home for Girls was established to provide help for orphans and disadvantaged children aged between five and 18. Some have been sexually exploited or have parents serving a jail term. Destination Asia Thailand along with the team from head office in Bangkok organised a food drive for the home. A total of around 20 large boxes of food items were collected and donated including essential items such as rice, cooking oil, noodles, sugar and sweet treats.

### **Wheelchair Accessible Experiences**

James, Sustainability Coordinator for Destination Asia Thailand joined our partner Nutty Adventures on their 'Accessible Tourism for All' trip toward the end of 2023. The journey focused on the importance of inclusivity and accessibility in community-based tourism and included exploration of local cuisines, landscapes, and cultural highlights. Following this trip, the Thailand team undertook a thorough review of products and are excited to propose fresh wheelchair-accessible experiences and inclusivity to those with visual impairments. These experiences align with our sustainability certification initiatives to contribute to a more accessible and enjoyable journey for all clients.

## IN-DESTINATION ACHIEVEMENTS: MALAYSIA

### **Kechara Soup Kitchen**

A not-for-profit and non-governmental organisation in Penang, Malaysia operating since 2008, Kechara Soup Kitchen serves hot meals, dry food, fruit and drinks to homeless and disadvantaged people, as well as providing basic medical care and welfare aid. Destination Asia Malaysia stepped in to help the cause, participating in food distribution over the course of three days. Our colleagues across Malaysia also donated dry food items and funds to Mount Miriam Cancer Hospital, a not-for-profit, single-discipline cancer hospital.

### **Project M.A.R.S**

Project M.A.R.S is a community-initiative project in Balik Pulau, Penang with a goal to growing a food forest using syntropic agroforestry approaches and building a best practice space for climate resilience education. The Malaysia team are now working with them and running field classes on Population and Food where participants learn about their climate action initiative and self-sufficiency food forest farm. They also meet with a local organic farmers community called 'The Grow Market'.

## IN-DESTINATION ACHIEVEMENTS: MALAYSIA

### **Centre for Marine and Coastal Studies (CEMACS)**

CEMACS was established in August 1991 to enhance the capability of conducting integrated inter-and multi-disciplinary studies leading towards solving problems related to marine and coastal ecosystems. In 2023 we ran our first field study classes with Semester at Sea, with a program around the observation of true jellyfish (Scyphozoa) & box jellyfish (Cubozoa) species. Participants were able to discuss conservation practices, challenges and successes for jellyfish in the marine ecosystem.

### **Supporting Local Artists in Penang**

Destination Asia Malaysia developed product focusing on local street/mural artists where travellers are given the opportunity to meet and interact with local artists. The program includes a walking tour around the art-strewn streets of George Town, a visit to Blank Canvas featuring The Importance of Being by Ernest Zacharevic, and meeting with a local artist at Hin Depot.

## IN-DESTINATION ACHIEVEMENTS: INDONESIA

### **IDSC**

Destination Asia Indonesia is a founding member of the Indonesian DMC Sustainability Collaboration/IDSC, which aims to ensure and measure the sustainability and health & safety of tourism suppliers through; supplier training, self-assessment, on-site assessment, and sustainability contract.

### **Bali WISE**

As part of a long-term CSR initiative, Destination Asia Indonesia continues to support the education of students of Bali WISE, an educational skills center focusing on Bali's hospitality industry. The aim is to empower young, marginalized Indonesian women through education to break the poverty cycle and develop sustainable communities in Indonesia. The high-quality education and skills training match those requirements to enter the professional tourism business. A class generally consists of 16 – 22 students that undertake three months of school classes and three months of internship. Destination Asia Indonesia provides the financial support for one student to complete the education and work experience program.

### **ZeroWaste Tour**

A new ZeroWaste Tour Program launched at the end of 2023 in Bali's Nusa Dua features a series of 10 eco-stations, each focused on a particular aspect of sustainable living and environmental awareness. All profits generated from the ZeroWaste Tour Program provide education on waste management, sustainable living and environmental awareness for public school children and beneficiaries of humanitarian NGOs.

## IN-DESTINATION ACHIEVEMENTS: VIETNAM

### **Dieu Giac Orphanage**

Destination Asia Vietnam organised a food drive in 2023 with collections taken at its office and then donated to the shelter. The consignment was made up of essentials such as rice, salt, sugar, fish sauce, diapers, shampoo and more. The team raised an amazing 35,000,000 VND (about US\$ 1,500). This enabled them to purchase goods worth 25,000,000 VND and provide Mama Miuoi, their lead carer, with an extra 10,000,000 VND to spend as she saw fit. The local Co.opmart store helped greatly by supporting the drive with special discounts on purchases.

### **Electric Vehicles**

The Destination Asia Vietnam product team is collaborating with SM Xanh taxis to customise eco-friendly tours and transfers and seamlessly integrate the use of these electric vehicles. This partnership aims to provide responsible and safe travel experiences for guests, marking a significant leap towards a more sustainable travel industry. In the evolving Vietnamese urban transport scene, the cyan electric vehicles embody tangible progress towards a greener, more eco-conscious future.

## IN-DESTINATION ACHIEVEMENTS: SINGAPORE

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### **Willing Hearts**

A non-affiliated charity in Singapore, Willing Hearts is managed and run mostly by volunteers. It operates a soup kitchen that prepares, cooks and distributes about 7,000 daily meals to over 70 island-wide locations. Staff from Destination Asia Singapore volunteered their time for a day early on in 2023, preparing ingredients, helping to pack lunch boxes, cleaning the kitchen, washing dishes and providing general help around the place as requested. In October of 2023, the entire Singapore team also dedicated time to a clean-up day at Changi Beach, so it can continue to be safe for local wildlife and enjoyed by visitors.

### **Sustainable Fashion Tour**

Destination Asia Singapore recently introduced a new tour, putting the spotlight on local sustainable fashion houses. Starting at Design Orchard, an integrated retail and incubation space fostering local designers, this location serves as both a creative hub and vibrant event space on Orchard Road and offers a platform for Singapore's homegrown brands to showcase creativity globally. Next stop is GINLEE Studio, known for its planet-friendly, thoughtfully designed fashion using sustainably produced, long-lasting materials. Guests can enjoy using GINLEE's customisable service to design one-of-a-kind pleated bags, pouches, and cushions, contributing to reduced fabric waste and overconsumption

## **IN-DESTINATION ACHIEVEMENTS: JAPAN**

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### **Sustainability Contracts**

Throughout 2023, Destination Asia Japan continued to update sustainability contract for guides and promote best practices through training. As per the contract, all guides are now required to read Destination Asia's Responsible Travel brochure, Responsible Travel Tips & Guidelines, and Sustainability Policy, and complete online Travelife training courses.

## **IN-DESTINATION ACHIEVEMENTS: HONG KONG**

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### **Food Angel**

Food Angel is a non-profit organisation in Hong Kong that rescues edible surplus food from catering industry outlets that would otherwise go to waste. After thorough checks, the food is then turned into tasty, nutritious meals in the central kitchen and redistributed to underprivileged communities. The Destination Asia Hong Kong team helped prepare meals and received an informative briefing on food waste and poverty issues in the region. By volunteering with this excellent cause, we can help ensure that perfectly good food is saved from disposal and given to people who need it.

## LOOKING AHEAD: PLANNING FOR 2024

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In 2023, our teams experienced remarkable growth, resulting in a significant increase in electricity and water consumption, as well as a rise in waste generation. Across the majority of our offices, we have successfully implemented measures to curtail electricity usage, such as incorporating energy-saving lights, utilizing low-power computers, turning off air conditioning when not in use, and promoting hybrid working arrangements. In Indonesia, approximately 40% of all waste is diverted from landfills and recycled. In other destinations we have expanded recycling points throughout the office, and recycled waste will now be weighed separately for accurate reporting.

Aligned with our commitment to responsible travel initiatives, our teams in Asia have developed multiple new programs that are both responsible and accessible. Additionally, there has been an increase in the offering of educational experiences in 2023, with opportunities to book informative classes on recycling, animal welfare, marine education and biodiversity.

As part of our commitment to delivering exceptional experiences to travelers, we acknowledge the importance of ensuring each program positively contributes to the conservation of communities and destinations. We are actively engaging with accommodation and transport suppliers, encouraging them to sign sustainability contracts. Furthermore, we are dedicated to enhancing the knowledge and practices of our guides through training on sustainable tourism best practices. Additionally, we empower our clients by offering tips and guidelines that serve to educate travelers and promote responsible tourism in Asia.

If you have any questions regarding our code of conduct surrounding sustainable travel, please contact us at: [responsibletravel@destination-asia.com](mailto:responsibletravel@destination-asia.com)



# Appendix

## DEVELOPING RESPONSIBLE PRODUCT THEMES & CRITERIA

 [Click to view](#)



### (LE) LOCAL ENGAGEMENT

- (LE1) Part of the tour provides an opportunity for respectful interaction or meaningful connection with locals; bridging understanding between travellers and hosts while building local pride and confidence.
- (LE2) Part of the tour is managed by a community-based tourism group, where local ownership is supported.
- (LE3) Local knowledge or story telling is shared through learning experiences provided by the host community.



### (RF) REDUCED FOOTPRINT

- (RF1) Low CO2 emission transportation and vehicles leaving minimal negative environmental impact are selected as priority.
- (RF2) Procedures to reduce disposable single-use goods and waste management practices are applied throughout the tour.
- (RF3) Preference is given to accommodation and activity suppliers who are engaged in or have achieved sustainability certification.



### (GB) GIVING BACK

- (GB1) Part of the cost of the tour directly support local social enterprises or non-profit organizations to help initiatives related to environmental conservation, cultural protection, local education, or/and community development.
- (GB2) Volunteer opportunities are made available for development projects that address social and environmental problems within the destination.



### (IC) IMMERSIVE CONSERVATION

- (IC1) An opportunity for a hands-on experience while learning about nature and wildlife protection.
- (IC2) Part of the cost of the tour goes to directly supporting a conservation project.
- (IC3) A focus is placed on raising awareness of the importance of protecting the natural world and developing effective environmental management.

## DEVELOPING RESPONSIBLE TRAVEL PRODUCTS



### LOCAL ENGAGEMENT

Discover the Hidden  
community  
Thailand



### REDUCED FOOTPRINT

A walking tour  
in Saigon  
Vietnam



### GIVING BACK

Food Angel's  
cooking  
Hong Kong



### IMMERSIVE CONSERVATION

Learning about  
Orangutan Conservation  
Malaysia



# DEVELOPING RESPONSIBLE TRAVEL PRODUCTS (ON OUR AGENT SITE)

<p><b>Accessible &amp; Inclusive Highlights - 17D/16N</b></p>  <p><b>NEW</b></p>  <p><a href="#">View More</a></p>	<p><b>Indonesia &amp; Malaysia - The Ultimate Borneo Program-11D/10N</b></p>  <p><b>NEW</b></p>  <p><i>Multi country Experiences</i></p> <p><a href="#">View More</a></p>	<p><b>Balinese Offerings, Rituals and Religion - Half Day</b></p>  <p><b>NEW</b></p>  <p><a href="#">View More</a></p>
<p><b>Traditional Bali - Half Day</b></p>   <p><a href="#">View More</a></p>	<p><b>Borneo Orangutan (Super Deluxe Boat) - 4D/3N</b></p>  <p><i>Unusual Accommodations</i></p>  <p><a href="#">View More</a></p>	<p><b>Luxury on the Edge of Wildness - 8D/7N</b></p>   <p><a href="#">View More</a></p>



We apply badges on product covers to highlight a commitment to minimum standards. These standards are outlined on page 3 of a product description.

# PROMOTION OF RESPONSIBLE TRAVEL PRODUCTS IN PROPOSALS



## Honing your green fingers with Koh Fah Farm (Half day tour)

Koh Fah Technology Farm is a local family-owned business that sells leafy vegetables in Singapore for the past 30 years. Daily operations are run by the 2nd generation of the family, including Mr. Wong Kok Fah and his three brothers who took over from their father in 1979. Having recognized the importance of investing in technologies, KFTF introduced various high-tech machinery and equipment to assist in the farming processes so as to bring about the improved level of efficiency and productivity. On this tour you will learn about Hydroponics Greenhouse Farming by in house guide, get your hands dirty on making a mini vegetable farm, self-sustained Mini Garden/ Terrarium farm to bring home!

**Fixed Programme (1 Hour 15mins)**

- Hydroponics Greenhouse Farm Tour
- Hydroponics Based Harvesting
- Aloe Vera Demonstration
- Individual Lettuce Sample

**Hands-on Activity (20-30mins)**

- Mini Vegetable Farm (Take home) - 30mins
- Self-sustained Mini Garden/ Terrarium (Take home) - 30mins

**Additional Activity**

- Koi Feeding

**Tour Highlights:**

- In house Tour Guide at Koh Fah Farm Only
- Information on sustainable farming in Singapore
- Local food tasting at Chinatown Food Street

**Duration:** 1000 - 1400hrs, 4hours  
**Operating days:** Monday to Saturday except Sundays and Public Holidays  
**Capacity:** Minimum Group Size of 5 pax to operate the tour  
**Meal included:** Light Snacks are provided (1 Fruit, 1 Snack Bar, 1 Packet of Energy Drink) & 1 Bottle of Honey Aloe Vera Drink

2

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | BURMA/MYANMAR | LAOS

## This is a Destination Asia Responsible Travel Product

It is our mission to ensure we are actively contributing to a sustainable society and planet. Therefore, only those products that provide one or more of the positive impacts listed below within the destination, do we label as a 'Responsible Travel Product'.

- Local Engagement:** Engage at local-level for a deeper understanding of the place visited while providing benefits to the community.
- Reduced Footprint:** Reducing the impact on the planet by limiting carbon emissions and waste produced.
- Giving Back:** Making tourism a positive force by connecting travellers with host communities or providing support where it is needed most.
- Immersive Conservation:** Protect wildlife and the natural world in which we coexist through ethical experiences that aim to educate.



**Local Engagement**



**Reduced Footprint**



**Giving Back**



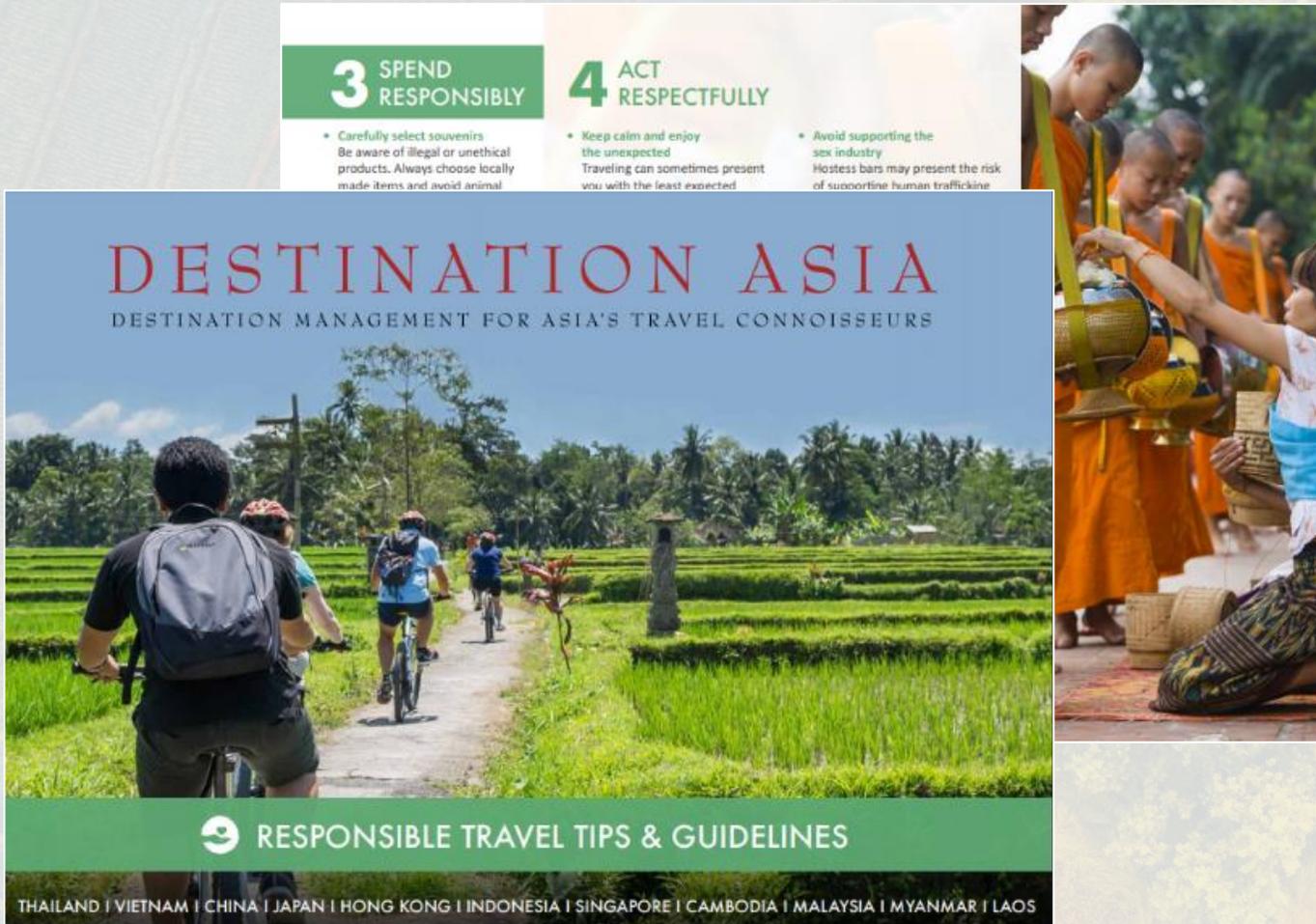
**Immersive Conservation**

By choosing this product, you are supporting initiatives to contribute to a sustainable society and planet while travelling. For more information about our responsible travel themes and criteria, visit [XXXXXXXXXXXXXXXXXXXX](#)

3

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | BURMA/MYANMAR | LAOS

## RESPONSIBLE TRAVEL TIPS & GUIDELINES



At Destination Asia we are continually developing new ways to ensure travellers not only experience a series of unforgettable encounters but connect on a level that is not detrimental to the destination. We want to ensure that each traveller has a positive impact, becoming part of the solution when it comes to responsible travel.

To ensure our staff, guides and partners were fully aware of how to travel responsibly in Asia, we went a step further and developed a comprehensive **'Destination Asia: Responsible Travel Tips & Guidelines'** booklet. This online guide has proven to be extremely popular in providing local insight into how to travel responsibly.

 [Click to view](#)

# RESPONSIBLE TRAVEL QUICK TIPS

## DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

### CHOOSE LOCAL

- Opt for locally-made items that support the community.
- Avoid animal products on the IUCN Red List ([iucnredlist.org](http://iucnredlist.org)).
- Support local conservation or social impact initiatives where possible.

### KNOW THE DESTINATION

- Remain calm and courteous and enjoy unexpected experiences.
- Educate yourself about the destination's cultural practices to avoid unintentionally offending others.
- Refrain from giving sweets or money to children; donate through registered organizations instead.

### WILDLIFE VIEWING & PROTECTED AREAS

- Follow the rules and regulations of the protected areas.
- Do not touch or feed any animals or insects or pick up any flora.
- Always keep a safe distance from wild animals and stay on designated roads or paths.

### POSITIVE ACTION TO LIMIT YOUR IMPACT

- Always reduce, reuse and recycle.
- Reduce your carbon footprint and travel by bus, boat or train where possible.
- Turn off lights, air conditioning and water when not in use or when leaving your hotel.
- Indulge in local food at traditional establishments to minimize food packaging.
- Carry reusable items such as refillable water bottles, reusable straws, chopsticks, and shopping bags.

## RESPONSIBLE TRAVEL QUICK TIPS

### WATER ACTIVITIES

- Be careful of touching or stepping on coral when partaking in marine activities.
- Do not capture or collect marine life.
- Use environmentally-friendly sunscreen.

### VISITING LOCAL COMMUNITIES

- Respect local beliefs and ways of life and learn to say "Hello" or "Thank you" in the local language.
- When purchasing souvenirs, pay a price that is fair for both parties.
- Dress respectfully and always ask before taking a photo.

### CULTURAL HERITAGE SITES

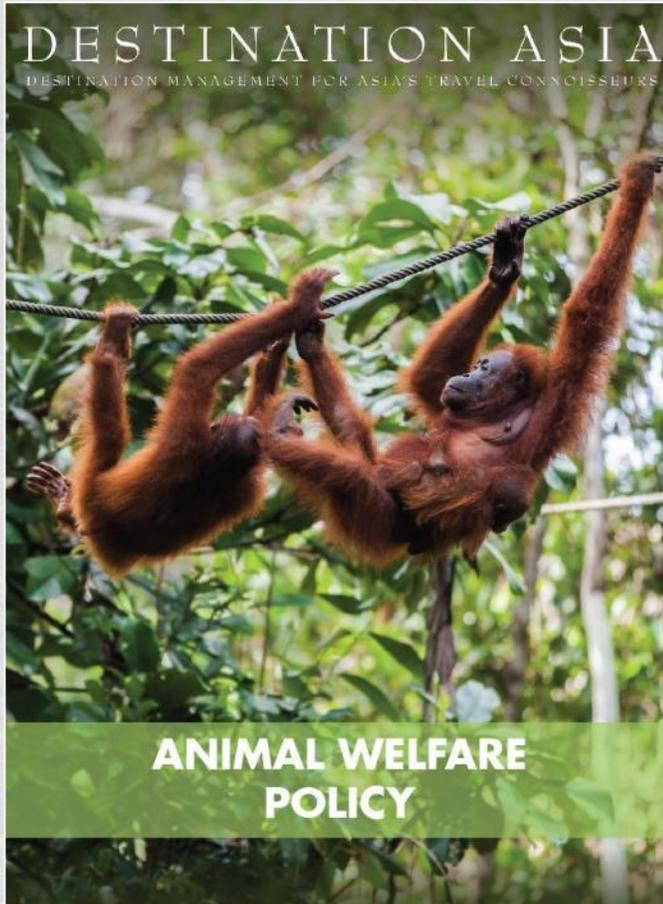
- Pay attention to signs and boards and always stay on the assigned path.
- Do not climb, deface or damage the ruins, buildings or any attraction.
- Avoid buying antiquities from unauthorized sellers.

If you want to make a donation during your travels in Asia, please consult your local guide for assistance.  
Visit [www.destination-asia.com](http://www.destination-asia.com) for more details.

We will always share our knowledge with the aim to improve sustainability along the supply chain. Our **Responsible Travel Quick Tips** are available for viewing on our website.

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# ANIMAL WELFARE POLICY



## ANIMAL WELFARE GUIDELINES

### 1 Purpose

These guidelines aim to provide direction for responsible activities involving animals in our product offering. The details contained within them are for use by Destination Asia staff, our suppliers, and customers.

Our staff are also committed to adherence of the following:

- Understanding the difference between wild, captive and working animals, and why the welfare of any animal is compromised when kept and used for tourist entertainment.
- The assessment of the health, safety and best management of wild, captive and working animals during Destination Asia tours and excursions.

### 2 Animal Welfare Basics

Animal welfare concerns the health of the animal's body and mental state. Only if an animal is healthy, comfortable, well-nourished, safe, able to express innate behaviour, and if it is free of pain, fear, and distress, is it considered to be in a reasonable state of welfare. The global standards for animals in tourism are widely known as the 'Five Domains', each of which have been carefully considered while forming our own guidelines:

1. **Nutrition:** factors that involve the animal's access to sufficient, balanced, varied, and clean food and water.
2. **Environment:** factors that enable comfort through temperature, substrate, space, air, odor, noise, and predictability.
3. **Health:** factors that enable good health through the absence of disease, injury, impairment with a good fitness level.
4. **Behaviour:** factors that provide varied, novel, and engaging environmental challenges through sensory inputs, exploration, foraging, bonding, playing, retreating, and others.
5. **Mental State:** the mental state of the animal should benefit from predominantly positive states, such as pleasure, comfort, or vitality while reducing negative states such as fear, frustration, hunger, pain, or boredom.

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DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

ANIMAL WELFARE GUIDELINES | 5

To ensure any interaction with animals in Asia takes place without detrimental effect to the animals and their surrounding environment, at Destination Asia we developed an '**Animal Welfare Policy**'. It was created using the research and findings of organisations such as ABTA, World Animal Protection, The Asia Captive Elephant Working Group, European Centre for Eco & Agro Tourism, and other specialists to inform travelers and our partners about the issues at stake.

These guidelines are available for download from our website.



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## ELEPHANTS IN ASIA

### 4 Elephants in Asia

At Destination Asia, we believe that without doubt elephants belong in the wild and viewing them in their natural habitat is a more enriching experience for travellers. However, through education and working closely with conservation groups, we have learned that visiting a reputable elephant camp and riding an elephant under the correct conditions can be done without causing harm.

In recent years, many countries have banned or reduced logging, a practice that historically involved a great numbers of elephants. This led to many of these working animals and their mahouts leaving the countryside to find alternative employment in the region's growing tourism industry. The ideal is that Asian elephants return to and live in the wild. The reality however, is that this would possibly result in species extinction across many parts of developing Asia.

Certain areas in Southeast Asia rely heavily on elephant tourism for their livelihoods. Rather than to stop offering elephant experiences, which would be detrimental to both the elephants and these communities, we believe in addressing the issue in a practical manner that benefits all stakeholders.

Destination Asia will only work with reputable elephant camps that have been created as either a sanctuary, rescue centre or conservation camp, which ensure the provision of the 'Five Domains' of Animal Welfare and that provide a safe haven for displaced, formerly tortured elephants or calves whose mother has been killed or taken away.

We will give preference to elephant camps that have been certified or are currently undergoing certification by organizations such as ECEAT or Asian Captive Elephant Standards (ACES).



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ANIMAL WELFARE GUIDELINES | 10

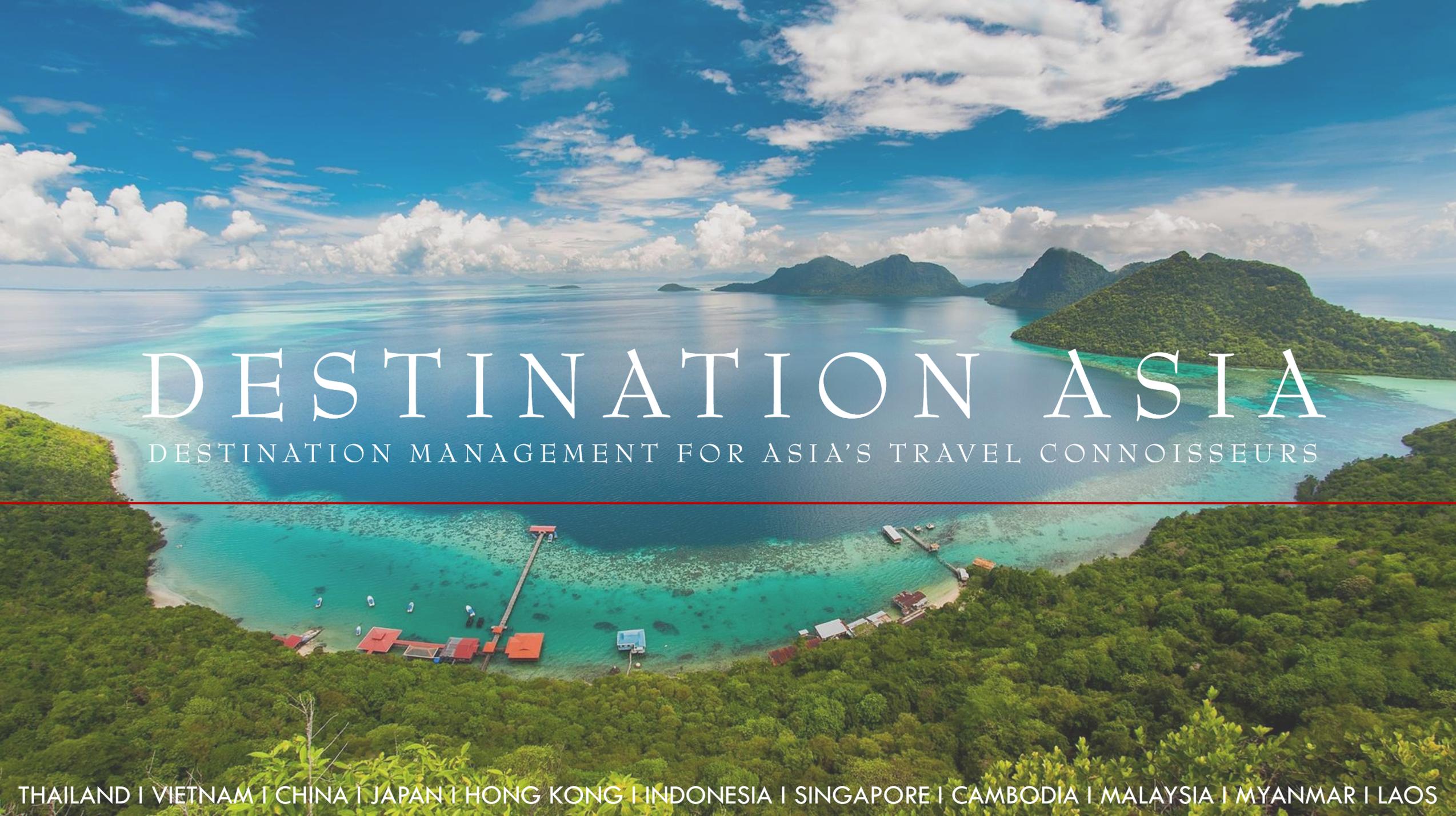
In early 2017, Destination Asia became a member of the Elephant Camp Welfare and Sustainability Standard and Assessment Initiative. The group has since audited over 30 elephant camps in Asia.

Simply closing all elephant tourism camps is not a realistic or sustainable option for a variety of reasons; including the lack of alternative livelihoods for both people and elephants.

Learn more about our approach to elephants in Asia by downloading our **'Animal Welfare Policy'**.



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# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

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