



Sustainability Policy

2023

VISION & MISSION

To be Sri Lanka's most trusted and creative travel company, by listening carefully and understanding our clients, striving always to harness the extraordinary power of travel to transform and enrich people's lives while at the same time supporting sustainable tourism by working with ethical partners, by developing experiences that respect local communities and culture, by protecting, preserving and nurturing heritage sites and Sri Lanka's natural biodiversity.

We are travel designers. We create, design, and deliver highly personalized and insightful experiences that promote and enrich the traveller with a focus on authentic connection and sustainability. We deliver a professional service with passion and attention to detail.

VALUES

- We strive for excellence in everything we do.
- We are passionate and caring and we support one another with mutual respect.
- We believe in our mission and strive for continuous improvement by challenging each other to be better and by benchmarking ourselves against the best.
- We take ownership and hold ourselves accountable and our ethics and integrity are at the heart of everything we do.
- We have a united, empowered, and strong team culture that values diversity and recognizes, rewards, and retains talent.
- We are committed to sustainability and protecting Sri Lanka's nature, culture, and humanity in all that we do.

IMPORTANT ISSUES

The Fabulous Getaway faces many challenges as a business, challenges in the destination we operate in, and challenges as an industry. Our main challenges involve the following:

- **Climate Change.**

Climate change is affecting Sri Lanka's coastlines. Rising sea levels will affect one of our primary assets which are our tropical beaches. Therefore, coastal conservation is of primary importance. Erratic and unpredictable torrential rains cause flash floods which result in displacement and disruption to all sectors of the economy. Increasing dry spells and droughts affect the production of electricity forcing the government to cut power supply during increasingly longer periods of time. This in turn affects the productivity and the economy of the country at all levels.

- **Tourism Development and Planning.**

Poor planning and weak implementation of zoning regulations and policies are counter-productive and detrimental to the development of a sustainable tourism industry. Examples of this are buildings adversely affecting the integrity of key natural assets such as some of Sri Lanka's prime beaches. Another adverse effect of poor planning is the proliferation of large hotels promoting very low-value tourism.

- **Awareness and Education.**

There have been a number of cases of harassment in Sri Lanka. Sexual exploitation and paedophilia are also issues of grave concern in Sri Lanka affecting the reputation of the country as a safe and secure destination.

- **Governance.**

Weak governance is resulting in the mismanagement of key tourism assets, threatening the ecosystem and impacting the integrity of important cultural sites, consequently undermining the guest experience.

- **Plastic and Waste Management.**

Plastic and other waste are present on many of our beaches and nature trails and waterways, and also on the sides of roads. More awareness amongst consumers and the general population is needed. Governments struggle to define and implement policies aimed at managing waste and reducing the use of plastic. The reputation of the country is affected compromising overall levels of satisfaction and the sustainable growth of the tourism industry in Sri Lanka.

- **Wildlife Conservation**

Wildlife conservation in Sri Lanka faces significant challenges due to the rapid growth of tourism in recent years. The surge in visitor numbers has put immense pressure on the country's fragile ecosystems, leading to habitat destruction, increased human-wildlife conflicts, and disturbance to wildlife breeding and migration patterns. Poaching and illegal wildlife trade have also become pressing concerns, driven by the demand for exotic souvenirs and traditional remedies. The lack of strict regulations and enforcement further exacerbates the situation, allowing uncontrolled development and encroachment into protected areas.

- **Coastal Conservation**

The island's picturesque beaches, coral reefs, and mangrove ecosystems have become major attractions for travelers, leading to an influx of tourists seeking leisure and water-based activities. However, the unchecked expansion of hotels, resorts, and infrastructure along the coast has resulted in extensive coastal erosion, loss of natural habitats, and damage to sensitive marine ecosystems. Irresponsible waste disposal and pollution from tourist activities have also contaminated coastal waters, harming marine life and threatening the overall health of the coastal environment.

GOALS

In light of the issues highlighted above and their direct impact on us and our stakeholders, we have prioritized the following medium-term goals. We have used the TRAVELIFE Framework to create an action plan. The sections contained within this sustainability policy correlate with the action plan.

- **Sustainability Management and Legal Compliance.**

We endeavour to develop a robust sustainability management system; to review and update our sustainability policy every year, to have a dedicated sustainability coordinator, to

produce and follow an action plan; to communicate our sustainability policy and achievements, and encourage others in the industry to adopt sustainability standards; to continuously monitor our progress; to be entirely compliant with the law in Sri Lanka, having all the required licenses and permits to operate and to keep track of relevant international regulations and guidelines.

- **Internal Management: Social Policy and Human Rights.**

We endeavour to ensure our HR policy is entirely compliant with sustainability principles and standards as well as the law in Sri Lanka; to advance diversity and inclusiveness, and to uphold the principle of equal opportunities/non-discrimination and equal pay; to maintain fair and transparent HR policies, including grievance, disciplinary and whistleblowing; to ensure all our staff is medically insured; to provide periodic training pertaining to people's roles and responsibilities, human rights issues, health and safety issues, and risk/crisis management. We endeavour to maintain an Employee Handbook.

- **Internal Management: Environment and Community Relations**

We endeavour to minimize the negative impacts of tourism on the environment in Sri Lanka by; implanting a sustainable procurement policy to prioritize sustainable suppliers and contractors; measuring and minimize waste; measuring and reducing our consumption of energy; measuring and reducing our consumption of water; to train and educate our staff on environmental and social sustainability, and to raise awareness amongst consumers and the broader industry.

- **Inbound Partner Agencies**

The Fabulous Getaway uses an inbound partner agency in the Maldives. We endeavour to take steps towards improving the sustainability of our partners by keeping them up to date on our sustainability initiatives; coordinating and inviting them to participate in sustainability pieces of training; and incentivizing them to implement and/or advance sustainability practices.

- **Transport**

TFG is committed to minimizing the negative environmental impacts of our activities and operations by choosing less contaminating transport providers, minimizing and off-setting our unavoidable carbon footprint, and by minimizing our waste. We have created a separate Sustainable Transport Policy that encompasses all the various different commitments around the subject of Transport.

- **Accommodation**

The sustainability of an accommodation is of key importance, as it enables our company to extend sustainability practices throughout a core element in our tours. It is our policy to recommend to our clients the most sustainable accommodation options within their budget range. We have created a separate Sustainable Accommodation Policy that encompasses all the various different commitments around the subject of Accommodation.

- **Activities**

TFG conducts a variety of activities and experiences with local communities across Sri Lanka. These communities and families specialize in traditional art, cooking, or operating an activity that travelers find interesting. We have created a separate Sustainable Excursions Policy that encompasses all the various different commitments around the subject of Activities and Excursions.

- **Tour Leaders, local representatives, and guides.**

We endeavor to ensure that our tour leaders and guides are engaged and contracted in a manner compliant and consistent with sustainability principles; to train and educate guides

on sustainability; to implement an ethics code amongst guides and drivers that underpin health and safety and quality assurance. Please refer to the 'ethics code' and the sample contract for more details.

- **Destinations**

We endeavour to keep ourselves informed with regards to key sustainability aspects of our destinations; to conduct regular Fams for both our own staff and our client travel agents and tour operators where we highlight both social and environmental issues and challenges, and work with both local entities, and our clients to advance the sustainability of our destinations.

- **Customer Communications & Protection**

To maintain high standards, we are required to continuously monitor, evaluate, and improve the quality of service extended to our clients. We endeavour to use various platforms to collect feedback from guests as well as our team, regarding their overall experience with us, and use this vital feedback to improve our service standards. Management endeavours to review and evaluate comments to improve the overall quality of the property. Likewise, we endeavor to ensure our clients are informed about the local culture and environment for them to travel responsibly.

COMMITMENT AND SCOPE

This policy will apply to all trips, experiences, and events organized by The Fabulous Getaway. The Fabulous Getaway's ability to act on your policy can be affected by what we control and influence, as well as the prevailing laws of Sri Lanka. Hence;

- our staff and direct contractors, such as guides and chauffeur guides are expected to uphold objectives under this policy to the fullest extent possible.
- we acknowledge we have limited influence over third parties whom we send our clients to but do not manage, such as heritage sites, museums, national parks, hotels, restaurants, and experience venues. While we cannot control the decisions of these parties, we commit to educating them on our policy and encouraging them to align operating practices with policy objectives.
- our attention to environmental, social, and economic responsibility includes working within the law and voluntarily exceeding legal requirements in order to be innovative and demonstrate leadership on the issues that are important to us and our stakeholders. As we design experiences, execute and operate trips and events, and evaluate our success we are able to choose every day in big and small ways how our actions and words build a better quality of life for our employees, clients, travellers and suppliers.

REPORTING

We will externally report on our progress against these goals once per year. Internal senior reviews will be held at every TFG board meeting. Management reviews will be conducted monthly.