

Sustainability report - 2025

Asian Overland Services Tours & Travel Travelife Partner



Content

1. Reporting context	3
2. Company data	4
3. Introduction	5
4. Mission statement & policy	6
5. Assessment overview	15
6. Detailed overview	16

1. Reporting context

The 2025 Sustainability Report of Asian Overland Services Tours & Travel (AOS) highlights our commitment to responsible tourism and sustainable business practices. As a Travelife Partner, we strive to integrate sustainability principles into all aspects of our operations, ensuring that our activities contribute positively to the environment, local communities, and economy.

This report outlines our sustainability policies, objectives, initiatives, and progress for the reporting period January 2024 – December 2025. It serves as both an internal assessment tool and a public transparency document, reflecting our dedication to continuous improvement in sustainability.

The report covers the sustainability efforts of AOS across our key business areas, including:

- **Tour Operations:** Adoption of eco-friendly practices, responsible tourism, and ethical partnerships.
- **Environmental Impact:** Strategies to reduce carbon footprint, energy and water conservation, and waste management.
- **Social Responsibility:** Community engagement, local employment, and ethical labor practices.
- **Economic Contribution:** Support for local businesses, fair trade practices, and responsible sourcing.

2. Company data

Asian Overland Services Tours & Travel

Jalan Mamanda 9, Ampang Point No 39 & 40

68000 Ampang

www.asianoverland.com.my

aos@asianoverland.com.my

Tourist volume	20001 - 50000
Number of employees	26 - 100
Type of tourism	Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Young people, Youth and students, Singles, Disabled, Seniors, Families with children
Destinations offered	South East Asia

Sustainability coordinator

Ardavan Ashabi

aos@asianoverland.com.my

3. Introduction

Established in 1976, Asian Overland Services Tours & Travel Sdn. Bhd. (AOS) is a fully registered, licensed and privately owned Malaysian Company. A specialised Tour Operator and Destination Management Company, AOS offers a variety of tour packages and customized tours to Malaysia, Borneo, Singapore and Brunei.

With an enthusiastic, dedicated & experienced team and a 24/7 customer care assistance, AOS strives to deliver authentic, immersive and memorable experiences. With close to 50 years' experience in handling ala carte FITs, small exclusive & large groups and always known to make the difference, the Company's forte is crafting creative, authentic and unique itineraries. For Corporate events and Incentive groups, AOS has a dedicated MICE department to deliver exceptional experiences tailored to required needs. AOS owns a fleet of vehicles along with licensed drivers and experienced tour guides. For ease and speed of booking, AOS has a B2B Booking Engine Platform www.aosconnect.com. AOS's clients are protected by their Public Liability Insurance Cover.

With the Company's strong beliefs in sustainable practices from inception, AOS is presently working with Travelife, a leading training, management, and certification organisation to be a Travelife Partner.

4. Mission statement & policy

4.1 Mission statement

Our mission is to provide exceptional travel experiences while integrating sustainable practices that protect the environment, preserve cultural heritage, and support local communities. We are committed to minimizing our ecological footprint by reducing waste, conserving natural resources, and promoting responsible tourism. Through collaboration with clients, employees, and partners, we aim to inspire ethical behavior and foster a deeper respect for the cultural and environmental richness of the destinations we explore.

4.2 Policy

We aim to be a leader advocating sustainability practices in the industries where we are involved. We will constantly rethink and realign our behavior, innovation and technology in a sustainable manner for our environment and our businesses. We will seek to influence others to follow us. By infusing our strong beliefs in being culturally, socially and environmentally conscious, we will offer unique experiences, incorporating sustainable elements to our clients.

1. Overview

Asian Overland Services Tours and Travel Sdn. Bhd. (AOS), is committed to running our business sustainably. We care about the impact we make on the environment, economy and social culture framework in the destinations we operate and promote. We aspire to increase and share our knowledge on sustainability through training. Our actions will respect the environment, the biodiversity and habitat through green practices such as recycle and reuse. We aim to support and elevate standards of living of the local communities by promoting local products, culture & traditions. We will influence our partners to do the same through knowledge sharing.

2. Objective of Policy

The objective of this policy is to provide the framework for expressing Asian Overland Service's commitment to the incorporation of sustainability principles and practices in the way we run the business.

3. Scope of Policy

This policy will apply to all activities of our organization. Our employees and contractors are expected to uphold objectives under this policy on an optimal basis subject to practical and budgetary considerations. Though we are not in the position to make decisions of third parties that we work with, we commit to educate them of our policy and encourage them to align their operating practices with our policy objectives. Our attention to environmental, culture, 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 our stakeholders and us.

4. Principles

AOS's Sustainability Policy based upon three main scopes: environment, social-cultural and economic is outlined below:

4.1. Environment

We are committed to protect the environment and conserve biodiversity through sustainable activities. Sustaining the environment and biodiversity is a prime consideration in all aspects and stages of our operations.

4.1.1. Habitat and natural protected areas

AOS will ensure that in such protected areas, our activities will have minimal impact on the biological diversity and its natural and cultural resources. AOS will strictly comply with legal requirements which aims for the same.

4.1.2. Animals, wildlife and threatened species

AOS's activities will ensure that they contribute to the appreciation of threatened species with the hope to reduce any harmful action that could occur towards them. AOS will not promote in any tour program related to animals unless the program organizer, sanctuary or the facility comply with the welfare quality criteria which is acceptable. AOS will promote the facilities only if they comply with the following principles:

4.1.2.1. License/permission

The sanctuary/facility should have all relevant regional, national and local government permits and licences.

4.1.2.2. Welfare and care

All animals should be kept in clean, comfortable, species-appropriate and enriched environments. Animal welfare at the facility should be under the active supervision of a licensed veterinarian.

4.1.2.3. Animal acquisition

Animals may not be purchased. Animals may only be accepted as a result of official confiscation, by donation or by rescue. All records should be kept of the source of all animals.

4.1.2.4. Removal of animals from facilities

No sale of animals is allowed. An animal can only move from a facility to another facility that is demonstrably of equal or better standards and then only if relocation is in the animal's best interests. Records should be kept of any disposition (including death) of animals.

4.1.2.5. Commercial activities

No commercial exploitation, including performances, shows or use of animals as photo props, is allowed.

4.1.2.6. Handling of animals

No physical contact is allowed between visitors and animals. Physical contact is only permitted between staff and animals when necessary for essential management/veterinary purposes.

4.1.3. Forbidden souvenirs

AOS will never promote illegal souvenirs, or even don't send the clients to the destination or tourist attractions which provides forbidden souvenirs. The "AOS Forbidden Souvenirs List includes "Threatened flora and fauna species", provided by WWF Malaysia.

Generally, the AOS forbidden souvenir is any product which is created from undomesticated animals' organs (such as skin, tooth, horn, shell, ivory, etc...).

4.1.4. Waste Reduce/Reuse/Recycle

All employees in AOS are encouraged to apply the practice of REDUCE, REUSE and RECYCLE in the workplace. In order to achieve this goal, AOS provides recycle bins in our offices.

AOS also request the clients to apply this practice in our programs by putting "Green Practice Notes" in the clients' itinerary and installing notices in the vehicles.

4.1.5. Water usage reduction

AOS tries to reduce its water consumption, which is monitored and based on a water risk assessment. The office water use is measured on a monthly basis for benchmark purposes. Air-Condition water is recycled for urinals.

4.1.5.1. Water-Saving Initiatives

AOS is committed to water-saving practices, such as reusing air-conditioner condensate and installing water-efficient fixtures wherever possible. These efforts are designed to reduce unnecessary water usage across our facilities..

4.1.5.2. Awareness and Engagement

AOS encourages staff to be mindful of their water usage and adopt habits that conserve water. Regular reminders and awareness campaigns highlight simple steps, such as turning off taps promptly and reporting leaks.

4.1.6. Paper usage reduction

The company's policy is to avoid unnecessary paper consumption. To achieve this goal, we focus on the following areas:

4.1.6.1. Paperless systems

AOS plans to have a paperless office by the beginning of the year 2025.

4.1.6.2. Efficient printing

All employees in AOS must apply the practice of reducing paper usage in the workplace. We encourage our staff to change the print setting for all copiers to 2-sided printing and multiple (two pages in one A4 sheet paper), removing unnecessary space, margins and photos from documents before printing.

4.1.6.3. Digital/Online promotional materials

Hard copies of our Company's brochures will be supplied on a need basis and we encourage our clients to access them electronically.

For our conference department, all conference information, keynote speaker, abstract, exhibition manual will be uploaded in each Conference website. Registered delegates are provided with a special password to download the conference contents.

4.1.7. Energy usage reduction

In order to reduce energy consumption, AOS has established the Energy Usage Reduction Policy which includes the below steps.

4.1.7.1. Energy Efficient Electrical Devices

AOS is committed to use energy efficient electrical appliances including air conditioners, refrigerators, water heater/cooler, microwave oven, computer devices and other electrical items when replacing them.

4.1.7.2. Efficient lighting

Regular light bulbs are being replaced with compact fluorescent light bulbs (CFLs). Natural sunlight is also widely used in the office by opening blinds and curtains.

4.1.7.3. Using Solar Energy

AOS plans to install solar energy panels by end of 2025.

4.1.7.4. Efficient energy usage practice and economization

Computers, printers, radios & other machines will be turned off when not in use. Standby and energy save modes will be used when not feasible to switch off.

All lights and air condition will be switched off during lunch hour.

4.1.8. Air Pollution reduction

As a responsible company, AOS recognises the importance of achieving sustainability by balancing our economic priorities with our concerns and priorities in environmental and social issues. Hence, we recognise the impacts of GHG emissions from our operation activities on global climate change and we are fully committed to reducing our carbon emissions as below.

4.1.8.1. Using Public transportation

Besides offering different variety of transport options to the clients, AOS provided Kuala Lumpur Map, also public Transit Map in its "daily tour brochures" to help the travellers to use public transport in order to reduce the carbon footprint.

4.1.8.2. Eco-friendly tours

AOS is committed to embed sustainability within its own daily operations for all activities, hence AOS offers different variety of walking or cycling tours in cultural excursions. Furthermore, AOS offers SIC (shared) tours

with lower rates encouraging clients to use SIC services instead of private tours, in order to reduce carbon footprint during the activities.

4.1.8.3. Overland transportation

AOS offers SIC (shared) overland transfers with lower rates and encourage clients to use SIC services instead of private transfers. During the overland services, our driver must switch off the engine if there are no passengers onboard the coach when the coach has stopped for refreshment.

4.1.8.4. Air transfers

For short distance we do advise clients that there is public transport which are sustainable alternatives such as ferry, bus and train.

4.1.8.5. Cleaner Fuel

All company vehicles are required to use Euro 5 diesel or higher for cleaner emissions and improved fuel efficiency, helping to reduce carbon monoxide produced by the engine.

4.1.9. Plastic usage reduction

Plastic pollution, accumulation in the environment of synthetic plastic products is to the point where they create problems for wildlife and their habitats as well as for human populations. AOS is committed to reduce Non-degradable products' usage, especially plastic such as bags, bottles, cups and lids, straws and plates in accordance to "Malaysia's Roadmap towards zero single-use plastics 2018-2030". In order to reach to the above goal, the below principles have been following:

4.1.9.1. Single-use plastics ban

All employees are encouraged to avoid using single-use plastics and carry their own tiffin's if they wish to pack food.

4.1.9.2. Plastic bottle

AOS do not provide drinking water in plastic bottle during its tours and programs. Instead, a refillable water bottle is offered at the start of the trip to the guests. The tour guide also will discuss and educate the travellers about the environmental challenges caused by plastic waste. Any excess plastic that is still generated by guests is disposed through recycling centres.

4.1.9.3. Shopping bag

All employees are encouraged to bring their own shopping bag to reduce usage of plastic bags.

4.1.10. Chemicals

AOS is committed to the substitution of all aggressive and eco-unfriendly products with more environmentally friendly solutions. We have completely abandoned the use of chemical cleaning agents for the benefit of ecologically acceptable cleansers from bio-production. We use only cleaning materials for office and toilet maintenance. Dangerous or aggressive materials and liquids are not in use, except for ordinary use of office equipment (ink, toners, batteries etc.).

4.2. Social-Cultural

AOS is committed to the advocacy of minimal negative impacts towards social and cultural legacies. AOS endeavors to put in all efforts in the following areas in order to achieve this.

4.2.1. Working Environment

AOS is committed to responsible corporate practices in the area of human rights and working conditions. AOS's human rights expectations apply to all our personnel, business partners and other parties directly linked to our operations, products or services.

4.2.1.1. Labour and working condition

AOS is committed to align with practices established by the government and follow Laws of Malaysia Act 256 (Employment) and 350 (Children and Young Persons Employment). Living wage, working hours, breaks, holidays and leave periods, insurance and all HR policies will be established in compliance with local laws and agreements.

4.2.1.2. Equal opportunities and diversity

AOS is an Equal Opportunity/Affirmative Action company and committed to provide equal opportunities for all staff and applicants. All AOS employees and applicants are been considered without regard to race, color, religion, creed, sex, national origin, age, disability genetic information, or protected Veteran status.

4.2.1.3. Harassment including sexual harassment

AOS is committed to provide a work environment that is free from all forms of discrimination and conduct such as harassment, coercion, or disruptive behavior. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, will not be tolerated. We practice a zero-tolerance policy on sexual harassment. Sexual harassment is defined as: unwanted sexual advances, speaking and/or showing physical movements of a sexual nature to the opposite sex, gender-based harassment of a person of the same sex, requests for sexual favours made either explicitly or implicitly as a condition for continued employment, or used explicitly or implicitly as an inducement for recruitment. Any other conduct which has sexual connotations, the effect of which interferes with work performance or creates an intimidating, hostile, or offensive work environment for the opposite sex.

4.2.1.4. Child Labour

AOS is in full compliance with the Labour Law of Malaysia relating to labour of a child or young person under the Children and Young Persons (Employment)- Act 1966.

4.2.1.5. Child sexual exploitation

AOS has zero tolerance towards any program, or material that features or promotes child sexual exploitation in compliance with the Sexual Offences Against Children Bill 2017. AOS will also encourage employees to report any form of the same if they come across such.

4.2.1.6. Maternity

AOS offers schemes for maternity leave for female employees. The company ensures compliance with

Malaysian legislation, which states 60 days maternity leave for female employees post-natal and up to the 5th child.

4.2.1.7. Measuring employee satisfaction

Employees are the base of our organization. Their knowledge and skills are crucial for successful business operations. But we also recognize as equally important their happiness and satisfaction with working conditions, teamwork and department cooperation. Therefore, it is of utmost importance to learn from their inputs what can be improved and what are their suggestions and complaints. For these purposes the company has developed questionnaires which are anonymous and distributed quarterly to all employees. Their results are analysed and presented to the management who take the results in consideration when planning.

4.2.1.8. Anti-Corruption

An employee shall not accept lavish entertainment, commission, emolument, service, gratuity, money, property or any pecuniary benefit or gift for his own personal benefit from any person/agent or representative having a direct or indirect business dealing with the employee. Nothing may be given or received which might distort commercial judgment of the employee and harm the reputation of AOS.

4.2.2. Local communities Protection

In order to support local communities and native people, AOS is committed to take the below steps.

4.2.2.1. Encourage travellers to stay with local communities

AOS is committed to design and promote programs for travellers to stay in native houses, during their stay, local food is provided by local native people.

4.2.2.2. Promote local handicrafts and souvenirs

AOS is committed to encourage the clients to purchase hand-made souvenirs which are offered by natives.

4.2.2.3. Local communities' empowerment

AOS is committed to support local communities such as the Dedari natives in Taman Negara where we promote and support their Community Based Tourism project.

4.2.2.4. Employ locals

AOS strives to employ local nature guides, boatmen suppliers and operators in all destinations as much as possible.

4.2.3. Heritage Protection

AOS is committed to comply all its activities to laws of Malaysia ACT 645, in order to protect the conservation and preservation of National Heritage, natural heritage, tangible and intangible cultural heritage, underwater cultural heritage, treasure trove and for related matter.

According to the Act, cultural heritage includes cultural property, structures or artifacts, performances, dances, songs and music that are pertinent to the history or contemporary way of life for Malaysians as well as land or

underwater cultural heritage of the tangible form. Whilst natural heritage includes natural features of an area in Malaysia consisting of the earth's physical or biological formations or groups of such formations, geological or physio-graphical features, mountains, rivers, streams, rock formations, sea shores or any natural sites with outstanding value from the point of view of nature, science, history, conservation or natural beauty including flora and fauna. Malaysia's intangible cultural heritage comprises: (i) oral traditions (phrases and idioms, chanted hymns, folktales, narrated myths, and legends); (ii) performing arts (folk music, folk dances, and dramatic performances); (iii) customs (rituals, social practices including ceremonies and festivals) and (iv) material folklore (functional objects made by folk groups).

4.3. Economical

AOS intend to motivate all employees and tourists towards social consciousness to defend the cultural legacies and promote access to different communities in order to benefit them by using all their resources and contribute to their economic development.

5. Commitments and Activities

AOS is determined to ensure sustainability practices through the following commitment and sustainability activities:

5.1. Collaboration and Partnership

The collaboration and partnership is a deliberate effort to enhance and support the company in establishing and developing linkages, partnerships and collaborations with not only other sustainable partners in the industry but also NGOs, and other international sustainability organization. It is necessary to promote, strengthen and diversify sustainability initiatives through the synergies developed across partnerships and collaborations established within the industry.

5.2. Training and Communication

As a responsible company, AOS helps employees understand how key sustainability principles apply to their specific job function, so they are better able to see opportunities and take actions that contribute to the overall sustainability of the organization.

AOS is also committed to communicate with all business partners, suppliers and freelance service providers in order to encourage them to participate in all sustainability practices, activities and training.

5.3. Application & Execution

AOS ensures the stringent application and execution of all sustainability efforts by the Company in accordance with the set AOS Sustainability Policy.

5.4. Supporting and Donation

AOS is committed to support nature protection organisations and/or community development or other local/national sustainability initiatives.

AOS indirectly supports the local communities by employing local guides, nature guides, drivers and boatmen,



suppliers and operators in the destinations as much as possible. AOS also encourages clients to support local products. Local natives are also supported through the Guide Course Sponsorship Program.

Each year AOS makes pledges and contributions to a number of charitable organisations which work to preserve the natural habitat of endangered species in Malaysia, the native communities, and wildlife sanctuaries. AOS also encourage tourists to contribute through individual donations that can help the local social associations such as the refugees.

5.5. Monitoring, Measuring and Reporting

AOS is committed to monitor and evaluate the implementation of the sustainability policy, objectives and targets and regularly communicate sustainability activities, efforts, achievements and future targets to our partners and clients through newsletters. Besides that, AOS sustainability report, including our activities, achievements and future benchmarks will be published in the AOS website bi-annually.

6. Supporting Documentation and Relevant Policies

Act 265 Laws of Malaysia Employment ACT 1955	Last update: 30 Apr 2012
Act 350 Laws of Malaysia Employment ACT 1966	Last update: 1 Dec 2011
Act 645 Laws of Malaysia Employment ACT 2005	Last update: 1 Jun 2006
Malaysia’s Roadmap towards zero single-use plastic (2018-2030)	Published in 2018

7. Versioning

AOS sustainability policy Version 1.0	Last update: 20 Dec 2018
AOS sustainability policy Version 1.1	Last update: 10 Oct 2019
AOS sustainability policy Version 1.2	Last update: 12 Aug 2024
AOS sustainability policy Version 1.3	Last update: 05 Nov 2024

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	10	10
1. Sustainability management & legal compliance	16	16
2. Internal management: social policy & human rights	22	22
3. Internal management: environment and community relations	37	37
4. Inbound partner agencies	7	7
5. Transport	4	4
6. Accommodations	11	11
7. Activities	12	12
8. Tour leaders, local representatives, and guides	8	8
9. Destinations	4	4
10. Customer communication and protection	26	26





6. Detailed overview

0. Company characteristics

10





Contact details

1

Action			Details
0.1. Sustainability coordinator			Ardavan Ashabi ardavan.ashabi@asianoverland.com.my +60 (3) 2857-1957





Organization structure

1

Action			Details
0.2. Awards			None.

Brands, products, and/or services

6

Action			Details
0.3. Nature of business Please indicate which of the following activities are part of your business.			Inbound tour operator, Land transport, Activity provider, Guiding service, Travel agency (leisure), Travel agency (corporate), Online Travel Agents (OTA's), MICE

<p>0.4. Sensitive activity types</p> <p>Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.</p>	✓	✓	<p>City tour Hiking</p> <p>Visiting traditional communities, Visiting indigenous people Captive animals, Safari tours</p>
<p>0.5. Passenger number</p> <p>Estimate the number of passengers your company accommodates annually</p>	✓	✓	20001 - 50000
<p>0.6. Tourism types</p>	✓	✓	<p>Active / soft adventure, Sport and adventure, Sun and Beach tourism, City trips, Culture, history and art, Students, educational, Meetings, Incentives, Conferences and Events (MICE), Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife</p>
<p>0.7. Target groups</p>	✓	✓	Young people, Youth and students, Singles, Disabled, Seniors, Families with children
<p>0.8. Destinations</p>	✓	✓	South East Asia

Personnel

1

Action			Details
<p>0.9. Number of employees</p>	✓	✓	26 - 100

Public communication

Action			Details
0.10. Brands under Travelife scope	✓	✓	

1. Sustainability management & legal compliance

16

Engagement of company




3

Action			Details
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).	✓	✓	Ardavan Ashabi
1.2. Mission statement A sustainability mission statement is defined and published on the company's website(s).	✓	✓	Mission Our mission is to provide exceptional travel experiences while integrating sustainable practices that protect the environment, preserve cultural heritage, and support local communities. We are committed to minimizing our ecological footprint by reducing waste, conserving natural resources, and promoting responsible tourism. Through collaboration with clients, employees, and partners, we aim to inspire ethical behavior and foster a deeper respect for the cultural and environmental richness of the destinations we explore. http://asianoverland.com.my/sustainability/
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.	✓	✓	Yap Sook Ling Hairul Hasan Nurahaini Mohdzam Sookpeng Hew Kelly Ho Ardavan Ashabi

		<p>Noor M Ismail Jason Beh Lili Teh Vivian Ng Niza Hassan Farid Zubair</p> <p>Company learning monitor No workshop information for this company</p>
--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Social cooperation

3

Action		 Details
<p>1.4. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>		<p>We are in different WhatsApp groups from the hospitality fraternity, hoteliers, guides and Tour-related personnel sharing any useful knowledge including sustainability as follows:</p> <ol style="list-style-type: none"> 1. Sustainable Island Conf19 2. Preah Vihear Sustainable 3. Hoteliers, Tours & Guides 4. Sustainability - Travelife - AOS working Group

2024 :

The two WhatsApp groups below have been established to facilitate communication between our sister companies, Eco Farm and Frangipani Resort. These groups aim to share activities and initiatives focused on sustainable development and related efforts in tourism sustainability.

TFL - Eco Farm Wetland,Community, Rotary,Strays,SDGs whatsapp Group

Activities Today @ Frangipani whatsapp Group

2025

WhatsApp Groups for Internal Communication and Sustainable Development Initiatives

We have established two dedicated WhatsApp groups to foster communication and collaboration between our sister companies, **Eco Farm** and **Frangipani Resort**, as part of our commitment to sustainability in tourism and related activities. These groups serve as key platforms for sharing initiatives, ideas, and updates on sustainable development efforts.

1. TFL - Eco Farm Wetland, Community, Rotary, Strays, SDGs WhatsApp Group

Purpose:

This WhatsApp group is a platform for ongoing communication and updates about sustainable development projects being carried out by **Eco Farm**, with a special focus on environmental conservation, community outreach, and alignment with the **Sustainable Development Goals (SDGs)**.

Key Topics:

- Wetland Conservation:** Sharing updates and progress on Eco Farm's efforts to protect and restore wetland areas.
- Community Engagement:** Coordinating community activities such as workshops, awareness campaigns, and sustainability initiatives.
- Rotary Partnerships:** Discussing collaborative projects with Rotary, including local environmental cleanups and education programs.
- Animal Welfare:** Updating on initiatives aimed at supporting stray

		<p>animals and promoting responsible pet ownership in local communities. SDGs Alignment: Ensuring all activities and efforts align with the United Nations SDGs, particularly those related to environmental sustainability, social equality, and community development.</p> <p>Frequency of Communication: Daily or bi-weekly activities, upcoming events, and project milestones. Weekly or bi-weekly coordination of new initiatives and reports on ongoing sustainability programs.</p> <p>2. Activities Today @ Frangipani WhatsApp Group</p> <p>Purpose: This group facilitates communication between the teams at Frangipani Resort, with a focus on daily activities related to sustainability, guest engagement, and operational improvements.</p> <p>Key Topics: Sustainable Tourism Practices: Sharing information about new sustainability practices being implemented at the resort, such as eco-friendly guest experiences, waste reduction initiatives, and energy-saving efforts. Guest Activities: Coordinating sustainability-focused activities for guests, including nature walks, eco-tours, and sustainable dining options. Staff Training and Awareness: Updating staff on sustainability training sessions and workshops to raise awareness about environmental practices. Sustainability Events and Campaigns: Organizing and promoting local or global sustainability events, such as Earth Day celebrations or community clean-up efforts.</p> <p>Frequency of Communication: Throughout the day, especially related to guest activities and sustainability initiatives. Regular meetings and briefings on new sustainability programs at the resort, usually shared weekly.</p>
<p>1.5. Exchange of experiences</p>	<p>✓ —</p>	<p>Some examples of exchanges that one of our Directors is involved in experiences exchanges are</p>

Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .

as follows:

1. 15 July 2019 : UM Sustainable Development Goals

The above was organised in our sister Company, Frangipani encouraging those who were attending the PATA Mart 2018 in LGK an opportunity to share and learn.

2. Since 2005 : Going Green: How to Run a Sustainable Resort

A paper that was largely developed by the Organisation to help Hoteliers to practice more than 100 sustainable ways.

3. 27 July 2019 - Organic Farming & Native Cooking

A day was organised to learn the above by our sister Company Frangipani Organic farm and lead by the Group Managing Director of AOS, Anthony Wong. Corporates and the public were invited on that day for a talk on Organic Farming and ended with a site visit to an organic farm where one could see a live demo about Native Cooking using natural materials like bamboo and jungle leaves. A Semai native was invited to set a stall to sell his crafts.

4. 17 Apr 2019 : Constructed Wetland

5. 16-20 Jan 2022 Sustainable Development - EXPO Dubai 2020

6. 31 Mar 2022: Energizing sustainable practices 2022

7. 11 Sep 2024: Genting sustainbiz f&b 2024

In this event, Adj. Prof. Anthony Wong shared his experience establishing the Integrated Organic Farm School at Frangipani Resort and transitioning its F&B operations to utilize locally sourced, organic produce. He provided insights on the challenges and benefits of this farm-to-table approach, highlighting how it enhanced the sustainability and quality of the resort's culinary offerings. Additionally, Wong offered recommendations for other hospitality businesses on incorporating sustainable agriculture practices. Attendees gained practical strategies for integrating local, organic farming to promote environmental responsibility and

deliver a superior dining experience for guests.

2025

Active Involvement and Collaboration by Asian Overland Services Tours & Travel

During the event, Asian Overland Services Tours & Travel played a central role by actively participating in discussions and sharing valuable insights related to sustainable tourism and local sourcing. The company was directly involved in the following ways:

Facilitating Knowledge Sharing: Asian Overland Services Tours & Travel coordinated with Frangipani Resort and Eco Farm to showcase their farm-to-table initiatives and sustainable sourcing practices. Through this collaboration, the company shared its extensive experience in promoting sustainable travel practices with other tour operators, local businesses, and hospitality partners.

Organizing Collaborative Workshops: The company organized interactive workshops where participants could learn from Adj. Prof. Anthony Wong's experience in establishing an Integrated Organic Farm School and transitioning to organic, locally sourced food offerings. Asian Overland Services Tours & Travel provided a platform for participants to exchange ideas and explore how sustainable agriculture could be integrated into the travel and hospitality sectors.



Networking with Stakeholders: Through its role in the event, the company actively networked with other businesses in the tourism and hospitality industries to discuss challenges, share best practices, and explore opportunities for sustainable tourism collaborations. They worked with partners in local farming, eco-tourism, and sustainable F&B operations to build stronger industry-wide partnerships.

Offering Insights for the Industry: As part of the event, Asian Overland Services Tours & Travel shared its expertise on promoting sustainability within tour operations, encouraging the incorporation of local and organic food sources on tours. The company provided practical advice to other tour operators on how to partner with local organic

		<p>farms and incorporate these principles into their itineraries.</p> <p>Support for Sustainable Tourism Practices: In addition to the workshop, the company contributed to the broader dialogue by advocating for sustainable tourism practices and collaborating with other stakeholders to create shared goals for reducing environmental impact and promoting responsible tourism. The event became a platform for discussing how the entire tourism ecosystem can benefit from these practices.</p>
<p>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).</p>	<p>✓ —</p>	<p>Contribution to Kiah Village for then to rebuild after an earthquake - RM 2,000 (1/8/2015)</p> <p>Donation to the Orang Asli (Natives) - "RESCUE OUR FORESTS & RIVERS" Programme - RM 5,000 (06/02/2017)</p> <p>Penang Storm & Flood Relief Fund - RM 5,000 (08/11/2017)</p> <p>Sponsorship For Taman Negara, National Park Bird Count Event organised by the Villagers of Taman Negara - RM 1,500 (21/02/2019)</p> <p>2004 Update:</p> <p>From July 2024 to July 2025, for one year, AOS Holdings will donate the following monthly amounts:</p> <ul style="list-style-type: none"> - GENG BERSIH KAMPUNG RM 300 / Month - TREE HOUSE SOCIETY RM 300 / Month - TNR LANGKAWI RM 1000 / Month

Baseline assessment

2

Action	 	Details
<p>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.</p>	<p>✓</p>	<p>Before approving as an official supplier, suppliers fill up a questionnaire which will give us information on their sustainability performance.</p> <p>Based on the supplier's sustainability assessment, AOS prioritize the suppliers who are more sustainable, especially the one who has the sustainability certificates.</p> <p>The questionnaire is shown in the below links:</p> <p>Questionnaire:</p> <p>https://docs.google.com/forms/d/114yE2JJ_Y_dPQjo-8dGtNavuqeiQTh6m4vKTYLdF5gs</p> <p>The above questionnaire was sent to 392 hoteliers (as attached), requesting a self-assessment. The results have been shared with our sales team, where one of the key factors in decision-making is prioritizing hotels with sustainability certification. Our contracts team will also resend the self-assessment to the hotels in mid-2025 to update the list of sustainability-certified partners.</p> <p>2025 Update: AOS will follow the same process and send the questionnaires to transfer providers as well as attraction suppliers to conduct the assessment and identify sustainable suppliers in the fields of:</p> <ul style="list-style-type: none"> a) Accommodation b) Transportation c) Attractions and excursions

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).

✓ ✓

AOS has conducted Bi-weekly meetings with the committee members and we have shared with all staff about sustainability throughout the announcement. (1st week of every month)

2024 Update:

monthly meetings with the committee members and we have shared with all staff about sustainability throughout the announcement. (2nd Wednesday of every month).

12 February 2025:

Action Steps:

Increase Staff Engagement with Sustainability Initiatives:

Step 1: Conduct a survey in the second week of each month to measure staff awareness and engagement with sustainability topics. **Step 2:** Analyze survey results and identify areas that need improvement (e.g., knowledge gaps, interest levels, or behavioral changes). **Step 3:** Organize a workshop or seminar each month focusing on a specific aspect of sustainability (energy conservation, waste reduction, etc.).

Track and Report on Sustainability Progress:

Step 1: Set up a system to track the actions taken by staff, such as waste reductions or energy-saving measures. **Step 2:** Present the progress and results in the bi-weekly meetings and through monthly email reports to all staff to celebrate successes and identify areas for further improvement.

Promote Sustainability in Daily Operations:

Step 1: Introduce a sustainability challenge, where departments or teams can compete to implement the most impactful sustainability practices (e.g., reducing paper use, increasing recycling). **Step 2:** Share monthly tips on sustainable

			<p>practices with staff, encouraging them to adopt greener habits at work.</p> <p>Increase Awareness of Sustainability Across All Levels:</p> <p>Step 1: Update the monthly announcement to highlight specific sustainability achievements or upcoming projects. Step 2: Create a dedicated sustainability section on the company intranet for easier access to resources and updates on sustainability efforts.</p> <p>Feedback Loop & Continuous Improvement:</p> <p>Step 1: In the last week of each month, gather feedback from committee members and staff on the sustainability initiatives to determine what worked well and what needs improvement. Step 2: Adjust next month's initiatives based on feedback to make the process more effective.</p>
--	--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Policy

2

Action			Details
<p>1.9. Sustainability policy The company has a written sustainability policy that 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.</p>	✓	✓	<p>AOS sustainability Policy:</p> <p>https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</p>
<p>1.10. Communication The sustainability policy is accessible to all employees, suppliers and the</p>	✓	✓	<p>AOS Sustainability policy has been uploaded in AOS website, all staffs are notified about the policy by receiving the email in this regards.</p>

<p>general public via the corporate website(s) (where no website exists, via other means).</p>		<p>https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0http://asianoverland.com.my/sustainability/</p> <p>Furthermore, the staffs are updated about sustainability via:</p> <ul style="list-style-type: none"> - Monthly emails and newsletters - Posters in the office - Talks during town hall meetings
------------------------------------------------------------------------------------------------	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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>Bi-weekly basis to update the progress/action plan for each committee member. Our target to complete by 31 October 2020.</p> <p>2024: New action Plan (2025-2026) has been generated via the Travelife platform as per attached.</p>
<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>A committee was formed comprising of staffs of different departments for eg Human Resource, Transportation, Contracting, each were given the task to assessed, plan, implement, report and maintain sustainable practices in their area. All will report to the Managing Director.</p> <p>The other staffs are updated about the sustainability standards and practices via:</p> <ul style="list-style-type: none"> - Monthly emails and newsletter

- Posters in the office

- Talks during townhall meetings

All staffs implement these policies and practices which have been approved in the committee. Hence AOS shared the Sustainability Policy with the staff. the Policy is shown in the below link:

<http://asianoverland.com.my/sustainability/>

Moreover, all staffs are encouraged to participate in some activities such as Carpool, collecting used batteries, The recyclable/ reusable items Separation

All staffs has also access to travelife platform and they are able to see the sustainability report and action plan, furthermore the action plan was sent to all team members as well.

2024:



The new action plan has been created and more Staffs have been involving in 2025/2026 Action Plan

12 February 2025

Uploaded latest email to the supporting documents.

Uploaded images - On January 15th, the AOS team came together for Event at Taman Tugu. We kicked off with an intro by FTS Taman Tugu, followed by a Planting Workshop, where we got our hands dirty learning sustainable gardening techniques. Engaging talks on water, waste management, and climate action sparked discussions on greener practices. A Biodiversity Walk through the jungle gave us a deeper appreciation of conservation efforts.

Monitoring and evaluation

Action	 	Details
<p>1.13. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>	<p>✓ ✓</p>	<p>A monthly meeting is held with all committee members in charge of various areas to go through the progress. Discussions made are on new updates, challenges and new ideas.</p> <p>Regular Progress Discussions with Key Staff Members week on Wednesday with key staff members across departments to review the status of sustainability initiatives, including energy conservation, waste reduction, and employee engagement programs. These meetings serve to discuss progress, address any challenges, and ensure that staff are on track with implementing sustainability actions as outlined in the Travelife certification framework. Meeting minutes are documented and retained to track progress over time. Action items from these meetings are recorded, assigned to specific employees, and reviewed in subsequent meetings.</p> <p>12 February 2025</p> <p>A Travelife status email is attached for the regularly monitor for the progress. This plan is made all the necessary changes and successfully submitted the report to Travelife for their review.</p>
<p>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.</p>	<p>✓ —</p>	<p>Intranet</p> <p>The Intranet serves as a central platform for internal communication at Travelife, providing employees with easy access to important documents, updates, resources, and collaborative tools. An intranet post announcing the launch of a "EXAMPLES OF UNSUSTAINABLE WILDLIFE SOUVENIRS" initiative or a detailed, downloadable guide on how employees can Unregulated animal and plant collection from the wild</p> <p>Emails</p>

Emails remain one of the most formal and efficient methods of communication for Travelife to disseminate information across different departments and levels of the organization. A weekly email detailing energy-saving tips for employees, or a quarterly sustainability newsletter summarizing company achievements in reducing waste or promoting eco-friendly travel options.

Indirect Communication (Posters for Energy Conservation, Battery Disposal, and Recycling Bins)

Indirect Communication refers to visual methods of communicating important messages to employees in an informal yet effective way. These posters act as constant reminders of the company's sustainability goals and encourage employees to participate in energy-saving and waste-reduction practices. A poster near the plug reading "Electricity Savings tips" or a sign above the battery disposal bin stating, "Charge your eco-friendly vibes by recycling batteries here"

Talks During Townhall Meetings



Townhall Meetings are typically held at regular intervals, where management or department heads address the entire organization to provide updates on company performance, discuss important topics, and engage with employees. During a townhall meeting, the CEO might give a talk on the company's progress in Travelife certification and the launch of new internal challenges to reduce waste.

Chat Platforms (e.g., WhatsApp)

Chat Platforms like **WhatsApp** are used for more informal communication, creating quick, real-time conversations and promoting social engagement among employees. These platforms are particularly useful for rapid coordination, sharing information, or promoting sustainability initiatives. A WhatsApp group created for employees to share their experiences with reducing carbon footprints, such as a group dedicated to organizing a carpooling system or sharing sustainable travel options.

External reporting and communication

2













Action			Details
1.15. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	✓	
1.16. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	✓	<p>The AOS Sustainability Report will be published every two years , the first report (AOS Sustainability Report, 2023-2024) will be published and shared in AOS website on Dec 2024/Jan 2025</p> <p>2025</p> <p>Already added to the action plan</p> <p>12 February 2025</p> <p>The report will be published once the partnership level has been finalized.</p> <p>https://asianoverland.com.my/sustainability/#1654670886356-4ed402b7-de84</p>

2. Internal management: social policy & human rights

22

Social policy and human rights

19

Action		 Details
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.		 AOS Group, where Asian Overland Services are part of, does not hinder trade union membership. Frangipani Langkawi, a member of the group has an active union which all unionized staff are members.
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).		 MTUC (Malaysian Trade Union Congress) is a federation of trade union representing the workers in Malaysia whereas MEF (Malaysian Employer Federation) is a federation representing employer in all sectors where both of these federation from time to time will engage with Malaysian Government to discuss industrial relation issue i.e minimum wages, social security scheme, employment insurance scheme and etc. Asian Overland is a member of MEF.
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).		 AOSTT as a member of AOS Group of Companies is in compliance with the above.
2.4. HR Manual The company has a written Human Resource policy.		 HR Policies & Procedures are incorporated in the Employee Handbook which is accessible to all employees at the Asian Overland Intranet.
2.5. Formal contracts		 AOSTT is in compliance with the above. All employee will be provided with a Letter of

<p>All employees of the company have an employment contract, including labour conditions and a job description.</p>			<p>Appointment (LoA) and job description.</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>Malaysia's Minimum Wage Requirement is currently MYR1,200 as per the Minimum Wages Order 2020. 100% of employees' wages are above the Minimum Wage Requirement (from minimum wage to few hundred percent more than the minimum wage depends on the designation of the staff).</p> <p>Effective February 1, 2025, Malaysia's Minimum Wage Requirement will increase to MYR 1,700. 100% of AOS employees' wages are above the new Minimum Wage Requirement.</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	✓	✓	<p>As per Employment Act, AOS Group follow the calculation of the overtime to an employee employed as piece rate. Employee Handbook Section 5, Clause 5.17 (Overtime)</p>
<p>2.8. 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>Under Malaysian Law (Employees Social Security Act 1969), all employer in Malaysia are required to contribute for SOCSO (Social Security Organisation) as an insurance for staff in case of work related injury or accident and death.</p> <p>Asian Overland also offers two more additional insurance benefits on top of SOCSO which is Group Hospitalisation and Surgical Insurance and Group Personal Accident insurance.</p> <p>As stated in our Employee Handbook, Section 5, (Group Hospitalisation & Surgical Treatment - H&S) & (Group Personal Accident - GPA).</p> <p>For renewal 2024, AOS renewal with Great Eastern.</p>
<p>2.9. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of</p>	✓	—	<p>AOS provides insurance to all employees as below:</p>







work related accidents).			<p>1. Group Hospitalisation & Surgical Insurance</p> <p>2. Group Personal Accident</p>
<p>2.10. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).</p>	✓	✓	AOSTT is in compliance with the above. As attached is a listing of Gazetted Public Holiday.
<p>2.11. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.</p>	✓	—	All employees are entitled to paid sick leave as per Malaysian Law, Employment Act 1955 under section 60F and Employee Handbook, Section 5, Clause 5.18.2 (Medical Leave)
<p>2.12. 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>	✓	✓	AOS complies with the legal standard for safety and health. As per Employee Handbook, Section 10 (Safety & Security)
<p>2.13. 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>	✓	✓	AOS will follow the normal procedure for Employment. Before we hire new recruitment, HR will do a reference check with previous/current employment. Employee Handbook, Section 4 (Employment)
<p>2.14. 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>	✓	✓	Malaysian Law, Children and Young Persons (Employment) Act 1966 and Employee Handbook, Section 4, Clause 4.2 (Types of Employment).

<p>2.15. 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>✓</p>	<p>—</p>	<p>AOS has documented in the Employee Handbook. This section has been update in Section 8 Code of Conduct & Grievances and the amendment effective date is 1st January 2025.</p>
<p>2.16. 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>✓</p>	<p>—</p>	<p>AOS has procedures and a clear process in place for this purpose. Documented policy and procedures attached.</p>
<p>2.17. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.</p>	<p>✓</p>	<p>—</p>	<p>Employee Handbook, Section 9, Clause 9.8 (Employee Discipline) which is accesible to all employees at the Asian Overland Intranet.</p>
<p>2.18. Persons with special needs The company employs persons with special needs</p>	<p>✓</p>	<p>—</p>	<p>We hired a person with sight disability as our telephonist and reception in the Group Human Resource and Admin department.</p> <p>2024 Update: Our staff member with special needs is no longer working with AOS. AOS remains committed to fostering an inclusive work environment and will continue to support initiatives that promote diversity and equal opportunities for all individuals.</p>
<p>2.19. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.</p>	<p>✓</p>	<p>—</p>	<p>Employee Handbook, Section 4, Clause 4.14 (Climate Survey)</p> <p>AOS prioritizes measuring employee satisfaction through various methods, including staff surveys and feedback mechanisms. Regular questionnaires are administered to gather insights from employees. AOS also conduct surveys when staff or interns decide to leave the company.</p> <p>Furthermore, during annual face-to-face appraisal meetings, employees have the opportunity to provide direct feedback to management. All of this valuable input is collected and analyzed to help management make informed decisions aimed at enhancing the work environment, ensuring that AOS remains a satisfying and supportive place for all staff members.</p> <p>The links to the survey forms can be found below:</p>

		<p>Employee Satisfaction Survey: https://www.surveymonkey.com/r/aos_employee_satisfaction_survey</p> <p>Exit Interview - Employee: https://www.surveymonkey.com/r/exit-interview-employee</p> <p>Exit Interview - Internships: https://www.surveymonkey.com/r/exit-interview-internships</p>
--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Training and education

3

Action	 	Details
<p>2.20. 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).</p>	 	<p>All new employees go through an onboarding session which highlights the Occupational Health & Safety policies and practices and emergency evacuation procedures. The Company's Sustainability policies and sustainability practices are also included. AOS has also conducted safety and fire training for staff to increase fire prevention awareness of September 2024.</p>
<p>2.21. 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>The company registered with HRDF and HOU will review the staff competencies to improve their personal development. Employee Handbook - Section 7 (Training).</p> <p>Due to the pandemic, there was a temporary pause in training activities. However, In 2024, AOS successfully arranged an Awareness Fire Safety Training for 16 staff members to enhance safety knowledge and emergency preparedness.</p>









		<p>Also With an annual HRDF contribution of 12,000 MYR, AOS has planned the following training sessions for staff in 2025:</p> <p style="text-align: center;">Managerial Skills and KPI Training for Management team Finance Training on E-Invoicing for Finance team Communication and writing skill for reservation team Guide and Tour Guide Training</p> <p>16</p>
<p>2.22. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>Offering students from different universities for an internship program with AOS has always been a priority. The internship program varies from 4 to 6 months and through this program students of hospitality, events and tourism management gain valuable exposure of travel company working environment i.e travel agent and tour operator activities. Both local and international students are accepted. Every trainee has the opportunity to work and gain the necessary practical skills required from the industry and if completed successfully may be considered and given the opportunity to join AOS as an employee.</p> <p>The list of available internship vacancies is available in our website as below (if there is any available position):</p> <p>http://asianoverland.com.my/a-career-with-us/</p> <p>Any trainees can apply for an internship with us, the requests will be sent to AOS HR department via email.</p> <p>In 2024, AOS concluded its internship program, which involved 11 talented university interns from various institutions. Throughout their time with the company, these interns contributed to several projects, gaining valuable hands-on experience in the travel and tourism industry. Their internship has now come to an end nad their name and a sample of contract is attached</p> <p>12</p>

3. Internal management: environment and community relations

37

Procurement

6

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>Company has a policy and it was stated in our Employee Handbook - Section 11 (Green Practise)</p> <p>2024: Also, the company's sustainability policy includes the required documents as stated in section 4.1.6, including measures for reducing paper usage. https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</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>AOSTT purchases products with an eco-label in our efforts to reduce environmental impact.</p> <p>The Document is a part of HR & Admin Department documents which has been uploaded in the company's Intranet and it is the staff's guideline for purchasing any product.</p>
<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>Office Paper used are IK Yellow Paper. IK Yellow Paper has a zero deforestation commitment and is sourced from legal Indonesian Wood from a sustainable plantation. The factory mill also has ISO certifications.</p> <p>2024: AOS uses Double A paper, a Thai supplier that has been consciously using eco-sustainable practices.</p>

		<p>https://www.doublepaper.com/my/</p> <p>https://www.doublepaper.com/my/about-double-a/our-determination</p>
<p>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.</p>	<p>✓ ✓</p>	<p>Yes. Default setting for all copiers are 2-sided.</p>
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.</p>	<p>✓ —</p>	<p>Company practices buying coffee products with Fairtrade certification from TESCO.</p> <p>2024: Company practices buying coffee products with Fairtrade certification from GIANT.</p> <p>2025:</p> <p>At Asian Overland, we supply our employees with tea from Cameron Valley and Dilmah.</p> <p>Cameron Valley is a brand by the Bharat group, it is a locally produced product from Cameron Highland.</p> <p>Dilmah Tea is an imported product sourced from Sri Lanka. It is a company that promotes enviromental sustainability and also social welfare through its effort through Dilmah Conservation.</p> <p>https://docs.google.com/spreadsheets/d/1Oc3Zty95LJoF19bNOuemOIZ8iATngX2W9NVIs8tdCEo/edit?usp=sharing</p>



3.6. Cleaning materials

Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.

<p>✓</p>	<p>—</p> <p>AOS purchases consumables & cleaning materials consist of non-hazardous, non-eutrophic, biodegradable, eco-labelled, or has recognized green practice certification such as TLC Eco Friendly Dishwashing, TESCO Finest Fairtrade Kenyang & Ground Coffee and enviroment friendly IK Yellow A4 Paper.</p> <p>2024 update:</p> <p>AOS purchases consumables and cleaning materials that are non-hazardous and non-eutrophic from Giant. For example, Fruiser hand wash has recyclable packaging that helps reduce waste. Also, in the coming year, AOS will create a file containing a list of preferred sustainable cleaning and consumables materials, complete with to guide all future purchases.</p> <p>2025 Update: We have created a list of approved green cleaning supplies. For easy access and reference when purchasing supplies, the list has been created in google sheet. The list will be periodically maintained and updated as we look for more supplies and options available.</p> <p>https://docs.google.com/spreadsheets/d/15Hz43SuYuaD5WmXXdIt8NhM-UqsAv-jdWjRnJTt5pKI/edit?usp=sharing</p>
----------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Paper (promotional materials)

3

Action	 	Details
<p>3.7. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>	<p>✓</p> <p>—</p>	<p>Our Company printing service, Toshiba Tec Malaysia achieved the ISO 14001:2015 Environmental Management System certification that demonstrates the commitment as a good corporate citizen towards environmental sustainability.</p> <p>AOS also monitors the number of printed papers and encourages staff to avoid printing proofs and use digital files as much as possible to minimize paper usage.</p>

			100
3.8. 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).	✓	✓	<p>In 2020, AOS used to print all promotional materials on environmentally friendly papers. AOS will ask the printing company to print it on sustainably produced paper (indicated by sustainable labels such as FSC, PEFC, Rainforest Alliance...).</p> <p>Since 2023, AOS has been practicing zero-physical promotional materials. Instead of printing brochures and flyers, all documents are sent as soft copies. For instance, the below link is the soft copy of our World Wide Brochure which is shared with the client's and partners: https://asianoverland.com.my/wp-content/uploads/2024/04/AOS-WWB-2024-compressed.pdf</p> <p>100</p>
3.9. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	—	<p>Using the online system for all promotional or product information. For conference business, all keynote speakers, abstract, exhibition manual will be online. All registered delegates will be provided with a password so that they can download the conference information by themselves. For delegates conference badges, we use the recycle conference lanyard or the simple clip-on badge type and recycle badge pocket/holders.</p> <p>2024: AOS produces E-Brochures, that we send to our agents. As we only send them electronically there is no paper wastage.</p>

Energy

Action			Details
<p>3.10. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>			<p>Section 11 on Green Practices. All staff leaving the office to ensure all lights and aircond are turned off during lunch break and after office hours.</p> <p>Replacing the office lighting with LED bulbs and LED tube in stages.</p> <p>Installed with Energy Saving (Power Factor) to all existing aircond and when purchasing, we will buy the Inverter Air Cond with the build in Power Factor function.</p> <p>We have already applied for the license to the Ministry of Energy for the installation of the Solar PV on our rooftop (Awaiting for the approval from the relevant ministry).</p>
<p>3.11. Monitoring energy consumption and sources Energy consumption for heating/cooling 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>Rented office in shared building with fixed energy meter reading.</p>
<p>3.12. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.</p>			<p>In the process of applying for the license to install Solar PV on our building rooftop.</p> <p>2024:</p> <p>Due to the financial crisis caused by the pandemic, AOS postponed the project to cut costs. Consequently, the project has been delayed and AOS plans to install the solar panels to 2025.</p> <p>As of October 2024, we have received, approval from SEDA (Sustainable Energy Development Authority) to continue the process of installation of solar panels as per the Solaroo Proposal. Currently we are in the middle of getting quotations for transformer and capacitor bank.</p>

<p>3.13. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>—</p>	
<p>3.14. 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.</p>	<p>✓</p>	<p>—</p>	<p>Zoning of the lighting system to reduce energy usage.</p> <p>Lightings are installed in zig-zag to reduce the numbers of lighting numbers.</p> <p>Change all 36 Watts T8 Fluorescent Tube (40 Watts Ballas).</p> <p>Fluorescent Tube (We save a total of 60 Watts per T8 fluorescent tube).</p> <p>Install with motions sensor in the staircase, lights will automatically switch off when there is no person using the staircase.</p> <p>Installed with Light Sensor for outdoor company signboard.</p> <p>Natural sunlight is also widely used in the office by opening blinds and curtains.</p> <p>2024 Update: "All office lighting has been replaced with LED bulbs and LED tubes. The payment slip for the latest 20W LED lighting is attached for your reference.</p>
<p>3.15. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.</p>	<p>✓</p>	<p>✓</p>	<p>Lights, fans and air-conditioner will be turned off during lunch breaks and after office hours.</p>
<p>3.16. Light “switch-off” policy Office lights are switched off after office hours.</p>	<p>✓</p>	<p>✓</p>	<p>Company practice is switching off the light during lunch time and after office hours. Section 11, Green Practices</p>

<p>3.17. 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).</p>	<p>✓</p>	<p>✓</p>	<p>Replacing all office lightings with LED Bulbs and LED Tube (In stages)</p> <p>Old air-conditioners are installed with Energy Saver (Power Factor) to reduce the energy usage.</p> <p>Installed the Energy Saver (Power Factor) in the MCB / ELCB.</p> <p>Purchase new inverter type air-conditioner (With built-in power factor function).</p> <p>Uses LED Monitor instead of CRT monitor for all desktop computer.</p> <p>Use stand fan for more efficient air flow of the air-conditioners.</p> <p>Use timer for certain switches for automatic switch on and off of the power supply.</p> <p>Use heat sensor; motion sensors and the light sensor for controlling the lightings on walkways, common areas, and staircase.</p> <p>2024 Upade:</p> <p>Purchase a new 1.5 HP Non Inverter A/C.</p>
<p>3.18. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	<p>✓</p>	<p>✓</p>	<p>ARCTIC energy saver devices are installed at Air-conditioners at level 3.</p> <p>Also, the AOS printer has an energy-saving mode that puts the printer to sleep when it is not in use.</p>

Water

3

Action		Details
<p>3.19. Water reduction policy The company has implemented a policy with specific goals 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.</p>		<p>Section 11, Green Practices. AOS also have a large water tank (800 US Gallon) to harvest the rainwater for toilet flushing.</p> <p>All air-conditioner's condense water piping is diverted straight into the male urinal bowl instead of to the drain.</p> <p>2024: The Sustainability Policy has been expanded as follows: https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</p> <p>4.1.5. Water usage reduction</p> <p>AOS tries to reduce its water consumption, which is monitored and based on a water risk assessment. The office water use is measured on a monthly basis for benchmark purposes. Air-Condition water is recycled for urinals.</p> <p>4.1.5.1. Water-Saving Initiatives</p> <p>AOS is committed to water-saving practices, such as reusing air-conditioner condensate and installing water-efficient fixtures wherever possible. These efforts are designed to reduce unnecessary water usage across our facilities..</p> <p>4.1.5.2. Awareness and Engagement</p> <p>AOS encourages staff to be mindful of their water usage and adopt habits that conserve water. Regular reminders and awareness campaigns highlight simple steps, such as turning off taps promptly and reporting leaks.</p>

<p>3.20. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>	<p>✓</p>	<p>—</p>	<p>Water usage is measured through water meter provided by local water board and usage is monitored through monthly water bill.</p> <p>14</p>
<p>3.21. Water saving toilets Dual flush or other water saving equipment is installed in the toilets</p>	<p>✓</p>	<p>—</p>	<p>Encourage staff to use a small bucket of water from the water pail to flush the toilet if they are only urinating.</p> <p>Air-conditioner condenses water is diverted straight into the male urinal bowl.</p> <p>Installed with half flush and full flush button on the cistern. Half flush for urinating and a full flush for solid waste.</p> <p>All toilet water is from the air-conditioner's condenses water and also harvested rainwater.</p>

Waste management

7

Action			Details
<p>3.22. 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>	<p>✓</p>	<p>✓</p>	<p>Waste are disposed and collected through appointed waste disposal companies by the local authority.</p>
<p>3.23. Waste reduction The company has developed and implemented a solid waste reduction and</p>	<p>✓</p>	<p>✓</p>	<p>The solid waste reduction and recycling policy is clearly stated in the Company's Policy on Green Practices at Section 11 of the Employee Handbook.</p>



<p>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>3.24. 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.</p>	<p>✓</p>	<p>We only print minimal hard copies of our company brochures and we will advise our clients to use the technologies easily available such as they can always surf our website if they need to know more about our organization or product information.</p> <p>Our products' e-brochures are available in our website as below:</p> <p>http://asianoverland.com.my/www/</p> <p>http://asianoverland.com.my/tour-kul/</p> <p>http://asianoverland.com.my/tour-pen/</p> <p>http://asianoverland.com.my/tour-lgk/</p> <p>Upon the clients' arrival, they still receive the travel documents as a part of our agreement with agents, however AOS has reduced using paper usage in the welcome document by removing the paper brochures, emergency contact number cards, and any advertisement from the package. The envelope usually contains only the clients' itinerary and their tickets & voucher (if there is any).</p> <p>Furthermore, instead of using Paper bags or other materials which is usually used to give presents to the clients, AOS give USB memory drive to its partner agents as a present which can be used by them.</p> <p>2024 Update: AOS no longer uses hard copies of brochures or other promotional materials, which has significantly reduced the use of packaging materials. However, AOS has prepared reusable bags for occasions when it's necessary to provide present to other individuals or companies.</p>

<p>3.25. 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.</p>	✓	—	<p>AOS provides Water Filter for staff use and discourages the use of disposable plastic water bottles.</p>
<p>3.26. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	<p>We have provided recycling bins on the 4th floor and 1st floor of the building. We separate paper, plastic & glass, pictures of bins attached.</p> <p>For your information based on our previous practice, we used to asked a freelance (Mr. Jimmy) to collect our paper and other items and send them to the recycling companies, since he did not have a registered company he did not provide us any receipt.</p> <p>For the Year 2020, we use another supplier (Felida Enterprise) to collect recycle paper only and send it to the recycling company. We have arranged for them to come and collect the recycled paper on 27 Aug 2020. Due to Covid-19 situation, we are closing our office (staff work from home), the collection is a bit delay from the action plan is on June 2020. (Receipt as attached)</p> <p>2024 Update:</p> <p>AOS continues its commitment to recycling by providing designated bins for paper waste and can tops. Our IT Team also collects and stores e-waste to ensure the responsible disposal of electronic materials. Last year, AOS sent both paper and e-waste for recycling, and we are dedicated to upholding these initiatives in the coming year.</p>

<p>3.27. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	<p>✓</p>	<p>— We use toner / ink cartridges from Toshiba and they practice recycling of toner / ink cartridges</p>
<p>3.28. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	<p>✓</p>	<p>— All staff are encouraged to recycle used batteries. A container for all used batteries is provided at office entrance to gather used batteries to be sent to “Urban R+ Recycle” a local recycling agency.</p> <p>Whenever we have adequate reusable or recyclable items (including used batteries), we ask “Urban R+ Recycle” to arrange a pickup. AOS has not sent any recyclable item to “Urban R+ Recycle” yet, however AOS will arrange a pickup probably in Jun 2020 (depends on the amount of recyclable items).</p> <p>As an alternative option, AOS has contacted "Thanam Industry" (http://www.thanam.com.my).</p> <p>Update 2024:</p> <p>AOS is dedicated to recycling, with our IT Team collecting used batteries alongside other electronic waste. Last year, AOS processed a significant amount of battery and IT waste, and we will continue this initiative in the coming year.</p>













Reducing pollution

2

Action		 Details
<p>3.29. 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.</p>	<p>✓</p>	<p>✓ Disposed through the government sewage system. Indah Water.</p>

<p>3.30. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>		<p>We encourage to use only the environmentally friendly cleaning products for cleaning and washing. Use R-410A refrigerant for the air-conditioners to reduce the impact on the environment (Global Warming). All company vehicle to use the Euro 5 diesel for more cleaner and fuel efficiency to reduce the carbon monoxide produced by the engine.</p> <p>2024 update:</p> <p>The following points have been added to the Sustainability Policy:</p> <p>https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</p> <p>4.1.8.5. Cleaner Fuel</p> <p>All company vehicles are required to use Euro 5 diesel or higher for cleaner emissions and improved fuel efficiency, helping to reduce carbon monoxide produced by the engine.</p> <p>4.1.10. Chemicals</p> <p>AOS is committed to the substitution of all aggressive and eco-unfriendly products with more environmentally friendly solutions. We have completely abandoned the use of chemical cleaning agents for the benefit of ecologically acceptable cleansers from bio-production. We use only cleaning materials for office and toilet maintenance. Dangerous or aggressive materials and liquids are not in use, except for ordinary use of office equipment (ink, toners, batteries etc.).</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



Mobility

Action			Details
3.31. 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.			
3.32. 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.			
3.33. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.			
3.34. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).			AOS has promoted the "carpool" as a step to start with sustainability practice starting from 1st March 2020 until 31st May 2020. Unfortunately in March during MCO we not able to do this campaign. (newsletter as attached)
3.35. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.			Allow flexy working hours so that the staff does not have to waste time and fuel of their vehicle stuck in the early morning rush hours traffic jam and after work rush hours traffic. Encourage the carpool system. AOS has done a survey and realized that 46% of staffs use private car or motorbike to arrange the transfer to/from the office. Hence AOS decided to promote our first step in a 'Carpool' campaign starting 1st March – 30th May 2020 as part of our sustainability practice. From 1st March to 30th May 2020, any car owners who practises carpooling for one whole month with a minimum of 4 persons in a car (including the driver), will be eligible for a lucky draw to win a free car park for one month.

		<p>2024 Update: AOS staff are required to work alternate Saturdays, but to minimize the need for commuting, they are currently working from home on Saturdays. This arrangement helps reduce the transportation burden.</p>
--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Sustainability training and awareness raising



1

Action	 	Details
<p>3.36. Staff environmental training and information 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.</p>	<p>✓ —</p>	<p>All staff are encouraged to access the Travelife online training courses to keep abreast and create awareness on the importance of green practices, environmental issues and how they can play their part in sustainability activities.</p> <p>The staffs also receive the information about sustainability, green practices, environmental issues via:</p> <ul style="list-style-type: none"> - Monthly emails and news letters - Posters in the office - Talks during townhall meetings <p>Furthermore, all staffs are also encourage to take the Travelife online training courses, as per AOS goal, by 2020 at least 10 staffs should pass the Travelife environmental training, this test will affect impact on the staff annual KPI .</p> <p>2024 Update: AOS sends a monthly newsletter and announcements to all staff, focusing on updates and</p>

		<p>progress related to sustainability and the company's Travelife certification, as well as important news that highlights information about sustainability initiatives.</p> <p>Similarly, AOS aims to have 10 more new staffs complete the Travelife environmental training. Furthermore, all staff are encouraged to take the Travelife online courses to support AOS's sustainability goals. By 2025, the goal is for at least 10 staff members to have passed the Travelife environmental training, with results impacting their annual KPIs.</p>
--	--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Land use and community relations

1

Action		Details
<p>3.37. 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.</p>		<p>Our office buildings are designed by the Architect and built by the licensed property developer that is registered with the local housing government of Malaysia and compliance with the local authorities.</p> <p>We owned two acres of agriculture land and we are in the middle of developing it into an integrated farm school. Inside our integrated farm, we are rearing chicken, duck, freshwater fish, freshwater lobster, organic rice, local fruit etc.</p> <p>We have designed and built the Constructed Wetland to treats the grey water inside our organic farm with natural plants to will convert the grey water into Grade A or Class A water.</p> <p>Every once a month we organize and conduct talks to share our knowledge with people who are seriously into organic farming and food.</p> <p>We employed the local folk and also the aborigine to work inside our farm.</p> <p>We are working closely with the local authorities, NGO, local and foreign universities to</p>

encourage young people to venture into organic farming or integrated farming.

4. Inbound partner agencies

7

Inbound partner agencies

4

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 sustainability training(s) for travel companies.</p>	✓	✓	

Specific conditions

3

Action			Details
4.5. Contracts Written contracts with partner agencies are in place.	✓	✓	
4.6. 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).	✓	✓	
4.7. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.	✓	✓	

5. Transport

4

Selecting transport suppliers





3

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>The clients do not book their international transfers to the destination through AOS.</p> <p>We do encourage our agents to utilise the SIC (Sharing basis) on domestic transfers and tours to minimise the number of transports and carbon footprint accordingly.</p> <p>We also provide Public transport route in daily tour brochure for our guest to use public transport in Kuala Lumpur especially.</p> <p>I had done free calculation of carbon and had tried on Kuala Lumpur to Penang By Flight : 0.19 metric tons of Carbon and for Return : 0.38 metric tons of Carbons By Van Diesel : 0.17 metric tons of Carbon for return transfer</p> <p>2024 Update:</p> <p>AOS doesn't have the rights to make decision on guest transportation. They will book transportation mood according to their preference.</p>
<p>5.2. 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</p>	✓	—	<p>We do have the public transport Map in our Daily Tour brochure distributed to our guest</p> <p>We also do offer SIC transfer other than private airport transfer for our clients to choose and with lower rates.</p>

<p>comfort arguments).</p>		<p>For a destination that required flight such as Penang to Langkawi we do advice client that there is Public ferry as an optional service that they can use.</p> <p>2024 Update: We also offer Seat-In-Coach (SIC) airport transfers as part of our services to agents in our proposal. By choosing SIC airport transfers, guests have the opportunity to share transportation with other travelers, reducing the number of vehicles required and thereby lowering the carbon footprint. This sustainable approach enables us to provide efficient, eco-friendly airport transfers while enhancing the overall travel experience for our guests.</p>
<p>5.3. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	<p>✓ —</p>	<p>We do offer to our client Seat In Coach transfer as we able to consolidate the transfer for our client to minimised the vehicle use as this will lesser the smoke emission from vehicle use</p> <p>We also encourage our agents to utilise the SIC (Sharing basis) on tour and transfer to minimise the number of transports and carbon footprint accordingly.</p> <p>2024 Update: We still offer Seat-In-Coach (SIC) transfers as part of our services to agents in our proposal. By choosing SIC transfers, guests have the opportunity to share transportation with other travelers, reducing the number of vehicles required and thereby lowering the carbon footprint. This sustainable approach enables us to provide efficient, eco-friendly transfers while enhancing the overall travel experience for our guests.</p>

Sustainable packages

1

Action		 Details
5.4. Sustainable packages		 Besides offering some cycling/walking tour to the clients, AOS provided Kuala Lumpur public

The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).

Transit Map in its "daily tour brochures" to help the travelers to use public transport in order to reduce the carbon footprint.

AOS employs local guides, suppliers and operators in the destinations as much as possible. For example, one of our packages is community-based tourism at a village in Taman Negara (National Park) known as The Dedari Village. This package has been managed by the local Bateq tribe. In Sarawak, the boats used to longhouses are steered by local boatmen from the Iba tribe. Clients stay in native Iban longhouses and during their stay, the food is provided by local native Ibans. Also, Clients are encouraged to bring some small gifts for Iban native people such as exercise book, pencil and rice, but gifts in non-biodegradable plastics are not recommended, furthermore, the clients are encouraged to purchase hand-made souvenirs which are offered by natives.

2024 Update:

The information is still valid, and the tours are still offered.

2025 Update:

We encourage client to take part in ecotourism by offering tours that minimize pollution to the environment and biodiversity. For example, Kuala Gandah Elephants Sanctuary, Bukit Merah Orang Utan Island Foundation, Walking & Cycling tours and etc.

By providing a safe haven for wildlife animals, these sanctuaries often contribute to biodiversity conservation, habitat preservation, and local community involvement. They can also promote sustainable tourism practices that prioritize animal welfare and environmental conservation, aiming to create a balanced ecosystem where both wildlife and humans can thrive harmoniously.

Moreover, we offer walking and cycling tours to control carbon gas in several tour attractions. By replacing high-carbon activities with walking or cycling tours, travelers can significantly reduce their carbon footprint, helping mitigate climate change while enjoying a

more immersive and eco-friendly experience.




In addition, trishaw ride tours in Malacca and Penang offer a unique and environmentally friendly way to explore these culturally rich destinations while supporting the local community. As a zero-emission mode of transport, trishaws help reduce the carbon footprint of tourism compared to motorized vehicles, making them a sustainable option for sightseeing. These rides often employ local operators, providing income and preserving the tradition of trishaw culture, which is deeply rooted in the heritage of both cities. By offering slow-paced, personalized tours, trishaws allow visitors to appreciate the historical architecture, vibrant streets, and cultural landmarks in an intimate and eco-conscious way, fostering sustainable tourism and enhancing community well-being.

6. Accommodations

11

Accommodations

7

Action		 Details
<p>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.</p>		<p>— AOS' policy to encourage suppliers towards and increase sustainable business in the below areas.</p> <p>AOS Policy (Section 5.2):</p> <p>https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</p> <p>Labour & Fair Pay:</p> <p>~ We do not encourage nor participate in supporting any accommodation suppliers using forced or child labour. In the special circumstances where child labour is used, there should be social programme to help to educate and elevate the livelihood of the child, such as schooling, training and ensuring fair pay for the job done.</p> <p>Supporting Local Communities:</p> <p>~ Each local traditions and customs is a unique identity which tells an interesting story. We are encouraged to support accommodation suppliers who promoting these to keep the culture alive. Needless to say, many local villagers are hired to showcase their traditions.</p> <p>Bio-diversity Sustainability:</p> <p>~ We encourage our accommodation supplier especially accommodation and lodging featuring nature as the main element of attraction to balance nature versus man practices in order to sustain their business for years to come.</p>

Some of the accommodation and suppliers we work closely with are Selingan Island, a Marine Park housing Malaysian's first turtle hatchery in Malaysia was established to monitor the turtles, protect the hatcheries and tag the turtles for research purposes and finally released the endangered green leatherback to the sea. The Mah Meri tribe famous for their handcrafted ornaments and carved wooden masks. The tour allows tourist to interact with the locals, entertained with the Mah Meri traditional performances and a chance to buy their international famed carvings. And Frangipani Langkawi Resort & Spa has won many awards for being a green hotel and their green initiatives and reduce their carbon footprint.

To show support and further encouragement, we plan to do the following:

Sustainability Survey during every contracting year with "strong subtle" hints on how end users and agents prefers to support businesses who supports sustainability which also hinges on the choice of hotels that we will promote.

Survey link:

https://docs.google.com/forms/d/114yE2JJ_Y_dPQjo-8dGtNavuqeiQTh6m4vKTYLdF5gs

The above questionnaire was sent to 392 hoteliers (as attached), requesting a self-assessment. The results have been shared with our sales team, where one of the key factors in decision-making is prioritizing hotels with sustainability certification. Our contracts team will also resend the self-assessment to the hotels in first quarter of 2025 to update the list of sustainability-certified partners.

Advertise in our website's 'Green suppliers & products' updates on sustainable and green initiatives.

Green Choice link:

<https://asianoverland.com.my/sustainability/#1654232078675-bf8bf74d-f616>

Face to face promotion of preferred sustainable partners to agents during travel fairs and trade shows all over the world.

		<p>2025 Update: The new action plan has been added.</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	<p>✓ —</p>	<p>Our policies are stated in our Dynamic Room Rate contract which is communicated to only hoteliers using Siteminder as their channel manager.</p> <p>AOS sent to attach our Sustainability Survey form via email to hotels when we continue to contract for the new season and as of september 6th, 2024 AOS received 84 responses from the hotel.</p> <p>*** <i>Our Commitment to Sustainability:</i></p> <p>In AOS's commitment to run our business as sustainable as possible, the below are the list of some sustainable practices that AOS advocates. AOS requires business partners to comply to the said below practices:</p> <p>Caring about the impact that we make on the environment, economy and social culture framework in the destinations we operate and promote. Our actions will respect the environment, the biodiversity and habitat through green practices such as recycle and reuse. Aspiring to increase and share our knowledge on sustainability through training. Aiming to support and elevate standards of living of the local communities by promoting local products, culture & traditions. Influencing our partners to do the same through knowledge sharing. Encouraging our partners to dis-associate themselves from suppliers directly or in-directly selling products from forced labour or exploitation of any form or manner. Encouraging our partners to support and elevate standards of living of the local communities by promoting local products, culture & traditions, increase knowledge through training, respect the environment, biodiversity and habitat through green practices such as recycle and reuse. Stop supporting suppliers/partners who breach agreements on commitment to sustainability principles. Align and comply our practices required by law from the government of the day. Living wage, working hours, breaks, holidays and leave periods, insurance and all HR policies will be established in compliance with local laws and agreements. In full compliance with the Labour Law of Malaysia, in particular, CHILDREN AND YOUNG PERSONS</p>

		<p>(EMPLOYMENT)- ACT 1966 relating to prohibition of children and young person's work. Zero tolerance towards any act, program or material that features or promotes child sexual exploitation in accordance to the SEXUAL OFFENCES AGAINST CHILDREN BILL 2017. We require our business partners to adhere to the policy against child sexual exploitation.</p> <p><i>We encourage our partners to support and elevate standards of living of the local communities by promoting local products, culture & traditions, increase knowledge through training, respect the environment, bio diversity and habitat through green practices such as recycle and reuse. We encourage our partners to dis-associate themselves from suppliers directly or in-directly selling products from forced labour or exploitation of any form or manner. As a company who believe in sustainable businesses, we will be encouraged to stop supporting suppliers who breach our commitment to sustainability.</i></p> <p>2025 Update: As per the action plan, in 2025/2026, we'll be reaching out to 250 hotels with our Sustainability Policy (which is an annex to the Accommodation Contract Agreement) and encouraging them to join us by signing.</p>
<p>6.3. Certified accommodations Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>	<p>✓ —</p>	<p>Of the three policies, two of them are within our control, which is, bio-diversity sustainability and supporting local communities.</p> <p>Although the majority of the time we do not select hotels on behalf, but have a role to play in “recommending” hotels tour agents. This allows us to better convey to accommodation suppliers what are the on going trends and needs of the agents/end users.</p> <p>Our hotel selections processes is benchmarked mainly on those featuring our rich in bio diversity, our equally rich plethora of cultural, customs, traditions from our multi races, unique selling point, nature and those with recognised green certification.</p> <p>Travelife Certified:</p>

		<p>Sukau Rainforest Lodge, Sabah</p> <p>Green Hotels Certified:</p> <p>The Andaman Hotel Langkawi The Frangipani Resort & Spa Langkawi Borneo Tropical Rainforest Resort, Sabah Nexus Resort Karambunai, Sabah Shangri-la Rasa Ria Resort & Spa Kota Kinabalu, Sabah Shangri-la Tanjung Aru Resort & Spa Kota Kinabalu, Sabah The Palace Hotel Kota Kinabalu, Sabah Miri Marriott Resort & Spa, Sarawak Riverside Majestic Hotel, Sarawak Grand Margherita Hotel, Sarawak Golden Sand Resort Penang By Shangri-La, Penang Holiday Inn Resort, Penang Hotel Jen Penang by Shangri-La, Penang Shangri-la Rasa Sayang Resort & Spa, Penang The Zenith Hotel, Kuantan M Suites, Johor Bahru Mandarin Oriental Hotel, Selangor Melia Hotel, Selangor Mines Wellness Hotel, Selangor Renaissance Hotel, Selangor Shangri-la Hotel Kuala Lumpur, Selangor</p> <p>20 20</p>
<p>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.</p>	<p>✓ —</p>	<p>Dynamic Rate Contract for Hotels:</p> <p>As accommodation services buyer, 98% of contracts are from hotels. We do however have our own contract for the accommodation services provider for the Dynamic rates if they are using the same Channel Manager and have indicated their interest to link up to push their Bar rates into our system.</p> <p>In Dynamic Rate contract we have added under Clause #14, Sustainability to share with hotels our sustainability code of conducts.</p> <p>Please see in the attachment (1.TEMPLATE - STATIC ALLOTMENT VIA SITEMINDER CONTRACT - ED01 - working)</p>

		<p>2. We also email to all our accommodation supplier partners our Annex Agreement - Accommodation Contract on Sustainability to share and encourage them to adopt the same to make business more sustainable and a better future.</p> <p>Please see in the attachment (20200604154221.pdf)</p> <p>ACTION PLAN UPDATE: 15/9/20</p> <p>April-May 2020 - we email our hotel partners sustainable policies and received acknowledgement from them.</p> <p>2024 Update: In the first quarter of 2025, AOS Contract Team will email our Annex Agreement - Accommodation Contract on Sustainability - to all our accommodation supplier partners to share and encourage them to adopt it, promoting more sustainable business practices and a better future.</p>
<p>6.5. 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).</p>	<p>✓ —</p>	<p>We are not selecting accommodations on behalf of clients. However, based on the analysis of the questionnaire we received from the suppliers, they have attended or planned to attend various training programs.</p> <p>For instance, Grand Island Hotel Langkawi plans to join programs with DOSH and has its own CSR initiatives or, Hard Rock Hotel Penang is currently focusing on training and improvement in several areas, including Customer Service, Safety & Security, and Cyber Security Awareness.</p> <p>2025 Update: in the 2025/2026 AOS Hotels' Self-Assessment form, AOS will encourage participating accommodations to engage in sustainability training and education. We'll introduce them to Travelife's online training courses and facilitate a direct connection with Travelife for those interested in pursuing further training.</p>

<p>6.6. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	<p>✓ —</p>	<p>We are not selecting accommodations on behalf of clients. However we do attend some of trainings and programmes conducted by sustainable and green hotels and suppliers.</p> <p>The Frangipani Resort & Spa Langkawi Venue: Langkawi</p> <p>Topic – Wetland and Bio Diversity, Growing Organic Vegetables, 3R – Reduce, Reuse, Recycle programme</p> <p>Alang Sedayu Venue: Gombak</p> <p>Training: organic planting & farming, rearing soldier flies as feeds for fishes and poultry.</p>
<p>6.7. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	<p>✓ —</p>	<p>In order to motivate, AOS incentivise our Green Partner for their commitment to sustainability.</p> <p>For with free "advertisement" website space https://asianoverland.com.my/sustainability/#1654232078675-bf8bf74d-f616</p> <p>Face to face marketing during local and international trade shows and fair.</p> <p>AOS also created special logo to indicate that these hotels are green certified.</p> <p>2024 update:</p> <p>As per the action plan, AOS will upload the list of Green Choices to the AOS website and the B2B platform in the first quarter of 2025.</p>

Specific conditions

4

Action			Details
<p>6.8. 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>AOS has sent the attach Sustainability policy as an annex to the existing contract to hotels and received signed replies supporting the right of child rights. Also AOS has added the same points to the contract which is send to the hotels and accomodations and ask them to sign and follow the same clauses.</p> <p>In AOS's commitment to run our business as sustainable as possible, the below are the list of some sustainable practices that AOS advocates. AOS requires business partners to comply to the said below practices:</p> <p>Caring about the impact that we make on the environment, economy and social culture framework in the destinations we operate and promote. Our actions will respect the environment, the biodiversity and habitat through green practices such as recycle and reuse. Aspiring to increase and share our knowledge on sustainability through training. Aiming to support and elevate standards of living of the local communities by promoting local products, culture & traditions. Influencing our partners to do the same through knowledge sharing. Encouraging our partners to dis-associate themselves from suppliers directly or in-directly selling products from forced labour or exploitation of any form or manner. Encouraging our partners to support and elevate standards of living of the local communities by promoting local products, culture & traditions, increase knowledge through training, respect the environment, biodiversity and habitat through green practices such as recycle and reuse. Stop supporting suppliers/partners who breach agreements on commitment to sustainability principles. Align and comply our practices required by law from the government of the day. Living wage, working hours, breaks, holidays and leave periods, insurance and all HR policies will be established in compliance with local laws and agreements. In full compliance with the Labour Law of Malaysia, in particular, CHILDREN AND YOUNG PERSONS</p>

		<p>(EMPLOYMENT)- ACT 1966 relating to prohibition of children and young person’s work. Zero tolerance towards any act, program or material that features or promotes child sexual exploitation in accordance to the SEXUAL OFFENCES AGAINST CHILDREN BILL 2017. We require our business partners to adhere to the policy against child sexual exploitation.</p>
<p>6.9. 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>✓</p>	<p>The last years or so, we noticed the appreciation for accommodation with local heritage and culture was on the raise. There is a special breed of travellers who are looking for a unique experience in the accommodation.</p> <p>We were one of the first your operator to introduce home stay. Homestay providers were meticulously selected based several criteria such as locations, the unique selling point, local activities, interview the hosts, evaluate their ability to converse in English and safety measures.</p> <p>Several visits were made to the selected home where we interviewed the hosts and their family members to learn about the way they perceive tourists, their views on importance of tourism and how they feel they can contribute.</p> <p>We also do special selection on hotels and restaurants featuring local architecture that promotes cultural heritage. For hotels, we usually start with product update from the hotel sales team and an on-site inspection. For restaurant, the selection process also includes menu that promotes the local cuisines for an authentic feel of Malaysian food that is palatable for international guests.</p> <p>For instance, one of the resorts which we regularly book for the clients (if they request) is “Pasir Blanda Resort” which the guests can experience authentic Malay Village Life. Pasir Belanda is located in a peaceful village just outside the bustle of Kota Bharu city towards the well-known Pantai Cahaya Bulan beach.</p> <p>2025 Update (as per attached policy annex)</p> <p>Encouraging our partners to support and elevate standards of living of the local communities by</p>

		<p>promoting local products, culture & traditions, increase knowledge through training, respect the environment, biodiversity and habitat through green practices such as recycle and reuse.</p>
<p>6.10. 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>✓</p>	<p>AOS will send the attach Sustainability policy as an annex to the existing contract to hotels:</p> <p>In AOS's commitment to run our business as sustainable as possible, the below are the list of some sustainable practices that AOS advocates. AOS requires business partners to comply to the said below practices:</p> <p>Caring about the impact that we make on the environment, economy and social culture framework in the destinations we operate and promote. Our actions will respect the environment, the biodiversity and habitat through green practices such as recycle and reuse. Aspiring to increase and share our knowledge on sustainability through training. Aiming to support and elevate standards of living of the local communities by promoting local products, culture & traditions. Influencing our partners to do the same through knowledge sharing. Encouraging our partners to dis-associate themselves from suppliers directly or in-directly selling products from forced labour or exploitation of any form or manner. Encouraging our partners to support and elevate standards of living of the local communities by promoting local products, culture & traditions, increase knowledge through training, respect the environment, biodiversity and habitat through green practices such as recycle and reuse. Stop supporting suppliers/partners who breach agreements on commitment to sustainability principles. Align and comply our practices required by law from the government of the day. Living wage, working hours, breaks, holidays and leave periods, insurance and all HR policies will be established in compliance with local laws and agreements. In full compliance with the Labour Law of Malaysia, in particular, CHILDREN AND YOUNG PERSONS (EMPLOYMENT)- ACT 1966 relating to prohibition of children and young person's work. Zero tolerance towards any act, program or material that features or promotes child sexual exploitation in accordance to the SEXUAL OFFENCES AGAINST CHILDREN BILL 2017. We require our business partners to adhere to the policy against child sexual exploitation.</p>

<p>6.11. Local communities resources</p> <p>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>✓</p>	<p>— We once “adopted” Nanga Stamang Longhouse with the mutual agreement and intention to preserve the culture, architecture of the traditional longhouse and its unique communal living so that our guests can truly immerse themselves a rare experience of living in the village amongst the local tribe.</p> <p>AOS financially supports the improvement of the long house and its facilities and we even buy their local produce like rice & produce which were used to serve the guests.</p> <p>When majority of the inhabitants decided to accept the proposal by the local councils to modernize the Longhouse in exchange for their support in a local election, the contract was breach and void.</p> <p>Needless to say, the Stamang Longhouse transformation from its true origin to a concrete block was never finished because the election was over in a short time. Although we were approached with an adoption proposal but we never accepted because the uniqueness was lost.</p> <p>2025 Update: Stop supporting suppliers/partners who breach agreements on commitment to sustainability principles.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

7. Activities

12

Activities

5

Action		Details
<p>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).</p>	<p>✓</p>	<p>AOS offers different variety of the programs and activities which contains culturally and environmentally sensitive excursions. In many programs, clients will have animal activities such as visiting Sepilok Orangutan Rehabilitation Centre, in some program's travellers will visit protected areas such as Taman Negara and, in some programs, clients will engage with indigenous people, for example in Taman Negara program clients will stay in traditional long houses with Orang Asli. We also visit the Selingan Island where turtle would come ashore to lay eggs.</p> <p>Usually AOS recognize an activity as a "sensitive excursions" if the activity contains at least one of the below criteria:</p> <p style="padding-left: 40px;">The programs which contain any activity which effects indigenous people lifestyle. The programs which contains any activity which effects the environment such as visiting protected parks and areas, jungle trekking, etc... The programs which contains any animal activity such as visiting Rehabilitation Centres. The programs which contains any children activities, such as local family businesses.</p> <p>in accordane to the above criterias, AOS has provided "Sensitive excursions" the list, this list will be regularly updated.</p> <p>2024-12-24 Update:</p> <p>The list of sensitive excursions has been updated with new programs.</p> <p>17</p>

<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	<p>✓ —</p>	<p>AOS is committed to embed sustainability within its own daily operations for all activities such as: Offer SIC tours instead of Private tours, offer walking or cycling tours in cultural excursions, in order to reduce the Carbon footprint during the activities. AOS also avoid offering any activity which is against its sustainability policy, for example avoid any Child Sexual Exploitation (CSE), or not offering excursions to facilities where animals are kept in captivity. The details of the above matter have been thoroughly described in Asian Overland Services Sustainability Policy, section 4.1 & 4.2 which is available at: https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0http://asianoverland.com.my/sustainability/</p> <p>2025-01-08 Update: AOS will refine and update the sensitive excursions policy to better support local communities. This has been added to the 2025 action plan.</p> <p>2025-03-10 Update: The annex serves as a replacement for the contract and consists of the sustainability policy that we would like to share with the excursion provider.</p>
<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	<p>✓ —</p>	<p>Asian Overland Services “sustainability policy” is reachable in company’s website, all suppliers are notified about the company policy with receiving the announcement. We are also making it a requirement for the suppliers to acknowledge our sustainability policy for suppliers, the sample is attached below. Upon qualification to be a supplier, suppliers will have to answer and acknowledge, information on sustainability to qualify as a supplier. The below link shows the "Sustainable AOSTT Supplier’s Self-Assessment": https://www.research.net/r/sustainable-suppliers-self-assessment</p>

The summary of the result of surgery is accessible in the below link:

<https://www.surveymonkey.com/stories/SM-C8RKJFY7/>

So far 17 service providers have participated in this Self Assessment. AOS plan to convince all suppliers to reply the form. Our team will send the Self Assessment form to suppliers, also will contact them and ask them to fill up the form.

We also have a whatsapp group, where we share information on sustainable related matters with our suppliers. Once Covid-19 is over and once we are able to, we will conduct a meeting with all our suppliers to reiterate the importance of sustainability and how it will affect them as our suppliers if they fail to comply. We will also share with them (via email) our sustainability policy newsletters so that they are kept abreast with any new information.

2024 Update:

The AOS logistics team is currently reviewing the existing list of suppliers and plans to update the current ones while onboarding additional suppliers for the upcoming year. Once the revised supplier list is finalized, the team will create a WhatsApp group to engage with the new and existing suppliers, sharing sustainability updates, announcements, and tips to foster collaboration and promote sustainable practices. Also, the suppliers will be required to review, answer, and acknowledge the information on sustainability to qualify as approved suppliers. The following link provides access to the new version of "Sustainable AOSTT Supplier's Self-Assessment":

<https://www.surveymonkey.com/r/aos-sustainable-suppliers-self-assessment>

The tasks has been added to 2025/2026 action plan.



2025-01-08 Update:

		<p>Upon the distribution of the newsletters and code of conduct, AOS will initiate more frequent communication and schedule meetings with local agents and stakeholders. This has been added to the 2025 action plan.</p> <p>2025-02-12 Update: The 2025 Action Plan has been revised accordingly.</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive 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>✓ —</p>	<p>AOS will adapt the guidelines which is developed by government or NGOs for its sensitive excursions, this guideline will be defined in four sections:</p> <p style="padding-left: 40px;">Marine activities - for eg when visiting Selingan, firstly there is a limitation to the number of passengers which is informed to our clients if the quota has been reached. Secondly the guide will remind the clients of the do and don'ts to protect the environment. Wild life watching and visiting protected areas – Clients are expected to be adhering the proper code of conduct by the guides for eg, no feeding or touching, no loud noise and animal watching are always from afar. Visits to cultural and historic sensitive sites – we promote strongly walking tours in the UNECO Heritage area of Penang. Visits to indigenous and traditional communities – visitors are advise on the dos and don'ts of such visit, the guide will explain to them the proper code of conduct for eg, the bringing gifts to being educational things rather that sweets which are something that they are not used to.</p> <p>2025-01-08 Update: Customize the existing code of conduct available on Travelife to align with AOS's specific requirements and practices. This has been added to the 2025 action plan.</p> <p>2025-02-10 Update: The reporting status has been updated to "No" for now, and one action plan task has been completed.</p> <p>2025-02-28 Update: Attached are several Code of Conduct documents downloaded from Travelife, with the company logo added. These documents will be shared from March to May 2025.</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>✓</p>	<p>✓</p>	<p>Our policy on certified excursions is that first preference is given to suppliers, activities, and excursions that are managed sustainably.</p> <p>Every year the Sales and Marketing Team are informed with this preferred list and they are to promote this excursion and activities on first priority.</p> <p>In World Travel Mart 2018 and personal sales calls to our clients, we have priorities to promote a Community-based tourism at a village in Taman Negara (National Park) known as The Dedari Village.</p> <p>Many of our clients are very intrigued in the activities and had informed that they will promote it in their next brochure.</p> <p>There are no officially certified activities/excursion in Malaysia. However, we chose the best sustainable managed activities/excursion as our top priority to be promoted.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	----------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Specific criteria

7

Action			Details
<p>7.6. 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>✓</p>	<p>—</p>	<p>AOS is committed to keep minimum standards of welfare for animals whose lives are impacted by tourism. AOS and its suppliers strictly do not offer any excursion to facilities that animals are kept in captivity in poor unsustainable conditions and they do not force them to behave in an unnatural manner for tourist entertainment. An example would be venues offering animal rides. AOS will not offer any activities that may have elements of child exploitation or child sexual exploitation, our staff on the field are informed of this. Any such situation if known, will be informed to the relevant authorities.</p>

		<p>2025-01-08 Update:</p> <p>Added to the 2025 action plan: Revising the required statement in AOS's sustainable excursion policy.</p>
<p>7.7. 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>✓ ✓</p>	<p>AOS does not promote elephant back safaris, eagle feeding tours, visiting zoo and captive wildlife park parks, or any product related to captive wild animals' attractions.</p> <p>AOS believes that wildlife belongs in the wild unless circumstances dictate that captivity is the best option for the animal in question (for example if it is an injured or rescued that would not otherwise survive in the wild), In accordance to the Sustainability policy do not sell or support unethical holiday products.</p> <p>2025-01-08 Update:</p> <p>Added to the 2025 action plan: Revising the required statement in AOS's sustainable excursion policy.</p>
<p>7.8. 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>✓ ✓</p>	<p>AOS don't support any program or activity which has harvesting in wildlife or protected areas. In case AOS observe that the wildlife is harvested, consumed, displayed, sold, or traded in any activity, that activity will be banned immediately and will be reported to Malaysia environmental conservation organisation as well.</p> <p>The above is not including the activities which local people in particular natives do harvesting in order to provide for their needs in accordance to local law and it is in a sustainable manner. An example is the tour, "Staying in Taman Negara with Dedari people in Taman Negara". This tour involves the natives providing some wild farns as part of the food provided by them at the Jungle Hut, but it is done sustainably as in only what is required is harvested.</p> <p>2025-01-08 Update:</p> <p>Added to the 2025 action plan: Revising the required statement in AOS's sustainable excursion policy.</p>

<p>7.9. 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>AOS believes the best way to see wild animals is in their natural habitat and wildlife. AOS only offer the activities that wild animals can be seen in their natural environment such as bird watching excursions or conservation centres only if wild animals are injured or rescued that would not otherwise survive in the wild.</p> <p>All activities Excursions which include interactions with wildlife comply with Asian Overland Services Sustainability Policy, Section 4.1.2 which is available at https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0http://asianoverland.com.my/sustainability/</p> <p>2025-01-08 Update:</p> <p>AOS will develop specific guidelines on how wildlife-related tours should be conducted sustainably. Added to the 2025 action plan.</p>
<p>7.10. 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>Beside using licenced skilled guides specially for its sensitive activities such as Taman Negara Program, which is a standard practice for AOS, AOS has recently financially supported three local people for their nature guide's course as an initiative to make them self-sufficient in the future.</p> <p>2025-01-08 Update:</p> <p>All AOS guides, as well as those from our suppliers, hold their own licenses. Attached is an image of one of our licensed nature guides. Additional licenses will be provided in an organized Excel file in due course. Added to action plan.</p> <p>2025-02-07 Update:</p> <p>Attached the additional guide licenses. This list has been consolidated in the Excel file.</p>
<p>7.11. Supporting local communities</p>	✓	—	<p>AOS employs local guides, suppliers and operators in the destinations as much as possible. For</p>

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).

example, all Taman Negara Packages has been running by local nature guides; the boats are steered by local boatmen, clients stay in native Iban long houses and during their stay the food is provided by local native Ibans. Also, Clients are encouraged to bring some small gifts for Iban native people such as exercise book, pencil and rice, but gifts in non-biodegradable plastics are not recommended, furthermore, the clients are encouraged to purchase hand-made souvenirs which are offered by natives.

2025-01-08 Update:

Attached are the newly developed tour packages that include local community involvement.

7.12. 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).



We have created the Essential Taman Negara With The Orang Asli, where tourists get to spend a day with the local Bateq Tribe to understand their culture & way of life such as hunting with a blowpipe. Tourists also have the option of staying at a local Bateq Hut as well. This tour takes place over a course of 3 days in the National Park, a virgin jungle expanse covering 4,343 square kilometres. Taman Negara was established in 1939 and is Malaysia's first and largest National Park. It is also one of the oldest rainforests in the world, estimated at 130 million years old. Through another 3-day tour in the same jungle, we provide activities such as jungle trekking, mountain climbing, rapid shooting, canopy walk tours, night walk activities to educate tourists on the diversity of the flora and fauna available in this jungle.

The park charges an entry permit, camera and fishing license which are payable to the National Park and Wildlife Department, which helps with the management of the park, hence the more tourists that visit the park, the better abled they will be at managing the park.

Another activity which have been successfully promoting is our 3D/2N Sandakan Explorer Safari program which is an opportunity to see endangered wildlife, namely the Orang Utans, sun bears, turtles and the proboscis monkey which are endemic to the island of Borneo. Tourists will be able to visit the island of Selingan which is famed of its Turtle Conservation efforts and will spend a night here to allow them the experience of seeing the turtles nest in the night. Their journey will continue on the next day to visit the Sepilok Orang Utan Rehabilitation Centre and the Borneo Sun Bear Conservation to see how these mammals are rescued and rehabilitated before being returned to the wild. The entrance fees collected by these centres will help with the management and care of its residents. A journey up the

Kinabatangan River allows more appreciation for nature as they are able to do some bird watching & wildlife spotting. On the last day of the tour, they will be visiting the Gomantong caves to see the collections of the swiftlets nests by the locals as a form of livelihood.

2025-01-08 Update:

Attached are AOS newly developed tour packages that support environmental and biodiversity protection.

8. Tour leaders, local representatives, and guides

8

Tour leaders, local representatives and guides

8

Action			Details
<p>8.1. 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>The guide have to come to office to collect their assignment and brief on details of assignment and need to follow the activities designed for the group.</p> <p>We follow standard remuneration for tour guide as per their Tourist Guide Association. Guides will understand the terms and conditions of their employment by signing the thier SOP.</p> <p>2024 Update: New SOP is uploaded.</p> <p>https://www.surveymonkey.com/r/aos-logistics-guideline</p>
<p>8.2. 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>We do follow the standard wages for licensed guide as per their Tour Guide Association (MOTOUR)</p> <p>2024 Update: The information is still up to date.</p>
<p>8.3. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.</p>	✓	—	<p>The appoint guide for our group need to have valid Tour Guide License from the ministry of Tourism</p>

		<p>The guide compulsory to have a refreshment course twice a year for them in order to get the licensed renewed.</p> <p>Guide is selected from the guide listing created based on the guide experience and their speciality in handling groups.</p>
<p>8.4. 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>AOS has different ways to communicate with guides about the sustainability policy such as:</p> <ul style="list-style-type: none"> - Sharing some parts of policy in whatsapp group. - Install the posters in the Garage. - Some parts of the SOP which guides follow is about SOP matters. <p>2024 Update:</p> <p>AOS Logistics Team has shared the updated link to "Sustainability Guidelines" with the drivers. Additionally, as per the action plan, they will continue to send specific updates or guidelines to the drivers in the WhatsApp group every month.</p> <p>DRIVERS & GUIDES' SOP:</p> <p>https://www.surveymonkey.com/r/aos-logistics-guideline</p>
<p>8.5. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.</p>	<p>✓ —</p>	<p>Besides Sharing some parts of policy in whatsapp group and putting the announcement in the Garage, AOS created the login ID for some guides, they have access to Travelife training and can use the online courses which is provided by Travelife to increase their knowledge about</p>

		<p>general tourism sustainability principles.</p> <p>In 2019, AOS created the login ID for 3 guides, in 2020 AOS has planned to create ID and 3 more guides, AOS logistic manager with discuss with guides and discuss about the importance of sustainability in tourism and encourage the guide to take the training courses.</p> <p>2024 Update:</p> <p>Similarly, the Travelife login ID has been created for some guides. The AOS logistics team will discuss with the guides the importance of sustainability in tourism and encourage them to take the training courses in the first half of 2025.</p>
<p>8.6. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.</p>	<p>✓</p>	<p>— Guide will be evaluated and been gradied the guides with higher ranks will be assignend to AOS services.</p> <p>Guide with less experience will be assigned only for assignment in Kuala Lumpur Area assignemnts sa their training practice and during their training, they will follow the more expericned guides.</p> <p>During this training, the new guides will get more general knowledgeable about Malaysia as well as the detailed information about the sightseeing which will be visited during the program; above all, they will learn about the communication skill with the guests.</p> <p>The guide knowledge is also evaluated by the clients (online feedback questionnaire) and results will be analysed by logistic team.</p>
<p>8.7. Customer communication</p>	<p>✓</p>	<p>✓ This information could be different, depends on the destination. For example, dress code (e.g.</p>

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, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).

Visiting Batu Caves, mosques & temples) or how to indirectly support the native people (e.g. bringing souvenirs and buying their handmade products during Taman Negara Tour).

Also, the sustainability tips are stated on the AOS website, and guests can access them by scanning the QR code provided in their itinerary.

And to monitor this, AOS asks the guests in the questionnaire about the key sustainability points they received verbally from the guide during the program.

2025 Update:

Guides are required to discuss sustainability matters with clients, as outlined in Section 6 of their SOP:

<https://www.surveymonkey.com/r/aos-logistics-guideline>

<https://asianoverland.com.my/sustainability/#1654658241860-aca6ce7-40cd>

https://www.surveymonkey.com/r/aos_questionnaire


<p>8.8. 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>— A write up is hand over to guide and Leader on the element of Sexual Exploitaion and to aware them on avoiding this</p> <p>AOS Operation team also put an Awareness Notification on notice board about the Sexual Exploitation of children in AOS garage. The notice provided the general information about the Children Sexual Exploitation and how to protect children from all forms of abuse (in accordance to AOS sustainability policy, section 4.2.1.3., 4.2.1.4, 4.2.1.5).</p> <p>AOS also gives the guides access to the Travelife training courses including sexual exploitation of children .At the moment three guides has Travelife login ID, by 2020, three more guides will join to Travelife training as well.</p> <p>2024 Update:</p> <p>The staff's training about the Sexual exploitation of children is a part of Sections 8.4(sustainability policy) and 8.5(sustainability Knowledge). Guides also have access to Travelife training courses, including those addressing the prevention of child sexual exploitation.</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

9. Destinations

4

Selection of destinations

2





Action		Details
<p>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.</p>	<p>✓</p>	<p>Asian Overland Services has selected a certain number of sustainable destinations in Malaysia. Taman Negara is one the sustainable destinations which was chosen by AOS. In AOS programs in Taman Negara, the clients stay in Iban native long houses and during their stay, the food will be provided by local native people. Furthermore, the boats are managed and steered by local people.</p> <p>Asian Overland Services in the selection of destinations would choose places where sustainability practices are adopted or where the Company is involved in the same. In Taman Negara, we are involved in a Community Based Tourism project where we work with and promote a stay and / or activity of the Batek Natives who runs the jungle hut and the activities. The Company would also choose as a first choice, destinations which would have Companies that have been Travelife certified such as “Borneo Eco Tours”.</p> <p>2025 UPDATE:</p> <p>the 3 Days / 2 Nights Essential Taman Negara with the Orang Asli itinerary is designed with sustainability in mind encouraging eco-friendly tourism while preserving the cultural heritage of the Orang Asli communities and the natural integrity of the Taman Negara National Park. An overview of the itinerary's main attributes and how it fits with sustainability is provided below.</p> <p>Sustainability Focus: Eco-friendly travel and conservation</p>

		<p>The boat ride offers an immersive experience in nature, passing through villages and lush rainforests. Travelers have the chance to witness wildlife like kingfishers, hornbills, monkeys, and more. This connection with nature encourages awareness of the park’s ecological value and promotes conservation. The evening night jungle walk allows tourists to appreciate nocturnal wildlife and plants while contributing to the understanding of the biodiversity in this ecologically sensitive area.</p> <p>Sustainability Credentials:</p> <p>Eco-tourism practices: The tour prioritizes minimal-impact activities, such as walking and boating, rather than disruptive tourism practices. Wildlife and biodiversity conservation: By offering travelers the opportunity to observe wildlife in its natural habitat, it helps to raise awareness about the importance of preserving this pristine ecosystem.</p>
<p>9.2. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	<p>✓ —</p>	<p>One accessible destination which is chosen by Asian Overland Services is Sandakan, which includes Sepilok Orangutan Rehabilitation, Turtle Islands National Park, Rainforest Discovery Centre and many other eco parks ad sanctuaries which makes Sandakan a great destination for echo tours. Beside the Sandakan ecotourism destinations, the selected lodges in Sandakan has been running the electric boats which generate less noise pollution also reduce carbon footprint.</p> <p>Another destination is Danum valley, beside the nature tour in the conservation area, the lodge will arrange the educational classes which gives opportunity to travellers to gain more knowledge about the nature.</p> <p>2025 Update:</p> <p>Turtle Islands National Park, located off the coast of Sandakan in Sabah, Malaysia. The park consists of a group of islands—Selingan, Gulisan, and Bakungan Kecil—and is renowned for its turtle conservation efforts, particularly the nesting of green and hawksbill turtles. To support sustainable tourism, there is a push to minimize the environmental impact of travel to the islands. This includes controlling the number of visitors and ensuring that the boat operators</p>

		<p>follow guidelines for minimizing pollution</p> <p>Selingan is the island in the Turtle Islands National Park where visitors are allowed to observe the conservation work happening there, such as watching the turtles come ashore to nest or seeing the hatchlings released into the sea. This opportunity helps raise awareness about the importance of turtle conservation. hence we are offering this program</p> <p>Boats to Selingan depart daily at 10:45 am, and because of conservation rules, only a limited number of guests are allowed to visit each day. This helps prevent overcrowding and minimize the impact on the island's ecosystem.</p> <p>Our usual itinerary is for a one-day, one-night stay on the island. While staying overnight is possible, we do not offer it because it could potentially disturb the turtles or disrupt their nesting process.</p>
--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Local projects and initiatives

2

Action		 Details
<p>9.3. 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)</p>		<p> AOS employs local guides, suppliers and operators in the destinations as much as possible. For example, all Taman Negara Packages has been running by local nature guides; the boats are steered by local boatmen, clients stay in native Iban long houses and during their stay the food is provided by local native Ibans. Also, Clients are encouraged to bring some small gifts for Iban native people such as exercise book, pencil and rice, but gifts in non-biodegradable plastics are not recommended, furthermore, the clients are encouraged to purchase hand-made souvenirs which are offered by natives.</p> <p>Besides that, AOS has recently financially supported three local people for their nature guide's course as an initiative to make them self-sufficient in the future.</p>

		<p>2024 Update:</p> <p>Also from July 2024 to July 2025, for one year, AOS Holdings donates the following monthly amounts to the non-government organizations:</p> <p style="padding-left: 40px;">GENG BERSIH KAMPUNG: BGK Communit is a group of underprivileged children ranging 4 to 17 years old that are committed to learn life skills.</p> <p style="padding-left: 40px;">TREE HOUSE SOCIETY: teaching kids the Malay and English languages. Most of them don't speak or write well yet. The youngest children, aged 4 to 6 years, are still learning alphabets and writing skills. The older children, aged 7 to 12 years, are already learning some math in addition to language skills.</p>
<p>9.4. 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 archaeological artefacts (except as permitted by law).</p>	<p>✓ ✓</p>	<p>Neither AOS nor our direct service providers promote illegal souvenirs or even don't send the clients to the destination or tourist attractions which provides forbidden souvenirs.</p> <p>The "AOS Forbidden souvenirs list" considers to the "Threatened flora and fauna species".</p> <p>The AOS forbidden souvenir is mostly any product which is created from the undomesticated animals' organs (such as skin, tooth, horn, shell, ivory, etc...), specially the below species:</p> <p style="padding-left: 40px;">Tiger Rhino Elephant Turtles Orang-utan Corcodile</p> <p>As mentioned in AOS sustainability policy, section 4.1.3, AOS never promote illegal souvenirs.</p>

or even don't send the clients to the destination or tourist attractions which provides forbidden souvenirs. The Policy is available at:

<http://asianoverland.com.my/sustainability/>

The Forbidden souvenirs have been listed in Sustainability Tips/Souvenirs to Avoid:

<https://asianoverland.com.my/sustainability/#1654658241860-acae6ce7-40cd>

10. Customer communication and protection

26

Prior to booking

12

Action			Details
<p>10.1. Customer privacy The company ensures that customer privacy is not compromised.</p>			<p>At AOS, protecting the privacy and confidentiality of our clients' personal information is ultimate priority and very important. We value the business and the trust of our clients that put in AOS. Often, in order to offer the products and services that our clients seek to obtain, we collect, maintain, and use their information on a routine basis. For better understand how the clients' personal information are protected at AOS, the following statement are describing our practices and policies with respect to the privacy of customer information at AOS.</p> <p>We do not disclose any no-public personal information about our current or former customers to any affiliate or non-affiliated third party except as permitted by law. We may collect information volunteered from our clients during our service provided, gathered from directly our clients, or obtained from their agents. All information collected and stored by AOS is used for specific business purposes, such as booking: hotels, flight tickets, train, or bus tickets., complying with federal tourism regulations, and developing a better understanding of our clients' interests, needs and expectation to provide them with improved products and services. We understand that the protection of our clients' non-public personal information is of the utmost importance. Guarding the clients' privacy is our obligation and we educate our employees about the importance of confidentiality and customer privacy.</p> <p>The privacy policy has been uploaded to our website at the link below.</p> <p>https://asianoverland.com.my/privacy-policy/</p>

<p>10.2. 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.</p>	<p>✓</p>	<p>✓</p>	<p>All our agents were listed in our system under file called CRM and sorted out by different markets. This will easily allow us to share our promotions, the newsletter and our MICE products with all partners.</p> <p>So far, our product is yearly revised by the sales team under supervision of the director Manager. This products' review includes the itineraries of the tours, tour packages and the sightseeing. The amendments will be forwarded to all agents accordingly. They will be reminded again once the time of renewing the contracts comes.</p> <p>Also, our efficient management commitment and communication can be seen when the sales admin manages to send daily emails to all staffs to update them in case there is any tour, sightseeing, hotel or other products affected by unforeseen matter such as renovations, nature disasters or a new regulation law.</p> <p>Basically, all the information about our products will be shared with our agents accordingly. In short, our agents are updated about the details of any products before the booking, or even after the booking in case there is any unpredictable issue happened or will happen that will affect the product which already promised to the agents. Hence, a rectify action will be made on the spot.</p> <p>AOS Worldwide Brochure: https://asianoverland.com.my/wp-content/uploads/2024/04/AOS-WWB-2024-compressed.pdf</p>
<p>10.3. Product information</p>	<p>✓</p>	<p>—</p>	<p>Our product is yearly revised by the sales team under supervision of the director Manager. This</p>

Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.

products' review includes the itineraries of the tours, tour packages and the sightseeing. This revision includes also the prices.

The amendments will be forwarded to all agents accordingly and they will be reminded again when the time of renewing the contracts comes.

We do have brochures for the tours inside our vehicles. The clients can check the description of tours and the prices which are listed in our brochures.

For Instance:

<https://asianoverland.com.my/wp-content/uploads/2024/04/AOS-WWB-2024-compressed.pdf>

<https://asianoverland.com.my/wp-content/uploads/2024/11/Bird-Watching.pdf>

10.4. Destination information, quality

Destination information, including sustainability aspects, is factually correct, balanced and complete.



Aos provides all necessary information about all their tours and packages destinations. Indeed, all our itineraries and destinations have a detailed descriptions in our both websites and brochures. Basically, the information includes:

- * Scope of the service
- * Net prices for SIC or Private
- * Including services
- * Excluding services
- * Destination Do's and Don'ts



<p>10.5. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓ —</p>	<p>AOS planned to measure the emissions of CO2 for all our tour packages of our Worldwide brochure by using Carmacal Tool, The result will be updated on our website. and next version of worldwide brochure. The total of CO2 emission is stated for each tour packages and the clients can see the percentage of CO2 emission for each tour package of our worldwide brochure product.</p> <p>Since under MCO we have no budget yet to purchahse this programme and will update once the business back to normal.</p> <p>2024 Update: This plan has been postponed to 2025.</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>Usually all the transport is a part of AOS packages.</p>
<p>10.7. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.</p>	<p>✓ —</p>	<p>Asian overland does offer SIC tours and transfers. SIC means combining many clients which have the same service in one vehicle without affecting the quality of the service. The cost of the SIC tours and transfer is lower than the private cost. The clients can join other clients at the same vehicle. This allows the clients to get low fare and make new friends and also SIC transfers do minimise the number of the trips and the operating vehicles at the same day. Therefore, the carbon emission coming from the vehicles will be reduced as well.</p> <p>2024 Update:</p>

			AOS continues to follow the same practice. Attached are some examples of SIC proposals sent to agents.
10.8. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	✓	AOS is and inbound Travel agency and not offering international transport.
10.9. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	✓	✓	AOS does not have a ticketing system and normally does not sell air transport, as the air tickets are booked by the agents themselves.
10.10. 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>AOS evaluates all products (includes accommodations, excursions, and packages), the products that meet our standards in accordance to AOS Sustainability Policy will be considered as “AOS Green Choice”, the list of this products is shown in AOS website in the below link:</p> <p>GREEN CHOICES</p> <p>furthermore, the attached “AOS Green Choice” logo will be shown next to the selected products in AOS booking platform, this helps our agents to identify the sustainable tours and accommodations.</p> <p>2024 Updae: AOS will update the list on the B2B platform, the general website, and the worldwide brochure.</p>
10.11. 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.	✓	—	<p>We have designed a Green Choice Logo which indicates the Green and friendly practices towards environment for the hotels and the activities in Malaysia. This logo will be used in future AOS brochures, and Tariffs which will be sent to B2B partner agencies from 2020 onwards. The clients and our partner agencies can also find the green hotel and the tours list in AOS website.</p>

		<p>GREEN CHOICES</p> <p>Also, it will be applied in our B2B booking engine and our future tour brochures. This will allow our agents to recognize the sustainable accommodations and products.</p> <p>Besides, the information which we share with our agents, (such as green choice hotels & tours), due to the concept of our business (B2B), we are not allowed to contact with the final customer (tourists) and share iny information with them.</p> <p>2024 Updae: AOS will update the Green choice list on the B2B platform, the general website, and the Social Networks.</p>
<p>10.12. Sustainability commitment (Potential) customers are clearly and correctly informed about the company’s sustainability status (e.g in relation to Travelife and STA).</p>	<p>✓ —</p>	

After booking and during holidays

11

Action	 	Details
<p>10.13. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.</p>	<p>✓ —</p>	<p>The information about natural surroundings, local culture and cultural heritage of destinations is stated in AOS website. furthremore this information is usually verbally provided by guides during the tour.</p> <p>AOS does not provide any physical brochures or flyers to guests as a sustainable practice. Instead, guests will receive the itinerary, which includes information about the destination.</p>

<p>10.14. Destination dos 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 souvenirs, cultural habits, dress code, initiatives to be supported).</p>	<p>✓</p>	<p>— AOS has provided the general Sustainability Tips which is available in Asian Overland Website:</p> <p>https://asianoverland.com.my/sustainability/#1654658241860-acae6ce7-40cdhttp://asianoverland.com.my/sustainability-tips/</p> <p>The Sustainability Tips list is also attached.</p> <p>During the tour, the sustainability tips and the information about natural surroundings, local culture and cultural heritage is usually verbally provided by guides. The guides are also informed the client about "AOS Sustainability Tips" and will share the URL link to the clients if the clients agree.</p> <p>Furthermore, the clients will receive the necessary information about the cultural and environmental aspects of the arranged program in itinerary (if it is required), however AOS will expand this practice for all tours and programs as much as possible.</p> <p>By this information, the clients are informed about the do's and don'ts in each destination, for example:</p> <p style="padding-left: 40px;">The clients are encouraged to Buy locally made handicrafts. Basically, during visiting the local communities, it is a great way to find unique souvenirs and therefore support local craftspeople and traditions. The clients are reminded to avoid purchasing illegal souvenirs (such as all souvenirs made from animal parts) or it is not recommended to bring non-biodegradable souvenirs for native people. The clients are reminded to follow the wear the dress appropriately during visiting religious places such as mosques and temples.</p>
<p>10.15. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	<p>✓</p>	<p>— Before the depart of vehicle, our clients are asked to follow and comply the health and safety procedures. Indeed, our drivers are trained to verbally brief our clients about safety and health procedures prior the depart of vehicle. The following are some the precautions and rules that our driver needs to inform the clients:</p> <p style="padding-left: 40px;">Before start the trip:</p>

		<p>The clients are required to fasten the seat belt. The clients are strictly prohibited to smoke inside the car. The clients will be informed about the location of the fire extinguisher inside the car in case any fire happened during the trip. The clients will be informed about the location of the safety hammer to break the glass inside the car in case any fire happened during the trip and the doors cannot be opened For the client's comfortability and safety, the clients will be advised to keep their luggage at the back of the car.</p> <p>During the trip:</p> <p>The clients are strictly prohibited to open the doors of the car. The clients are strongly advised to avoid leaning on the door during the movement of the car</p> <p>After end of the trip/or parking.</p> <p>The clients need to get approval from the driver before exit the car for their own safety. Sometime, some sightseeings impose the driver to park near to the road for photo stop. As the driver can see the road's back through car's mirror, the clients need the permission from the driver first before exit the car.</p> <p>If there is any important matter related to clients' health & safety (such as war, epidemic diseases, flash flood) AOS will update the clients by sending the announcement. The example is attached.</p>
<p>10.16. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.</p>	<p>✓ ✓</p>	<p>Aos shares the necessary information and the contacts with all clients and it is varied depending on the services offered.</p> <p>For tours: we do provide welcome kit up on the arrival which contains Customer Service hotline number. The clients can contact our CS team Any time 24/7 in case</p>

		<p>they need any information. For cruise: as a sample, we do distribute emergency and guides' contact to the clients before they get down from the bus.</p> <p>2024 update: Upon booking confirmation, AOS sends the itinerary to the agents, which includes the customer service and logistics hotline numbers. These numbers are also indicated in the guest's travel itinerary, which they receive upon arrival or through the agent's platform and application.</p>
<p>10.17. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>During the emergency situations, our operation team such as drivers and guides have been trained to report any incident can occur during their duties to the person in charge as soon as possible and fill up the incident form accordingly. This will be pursued by our Customer Service team to take the necessary action.</p> <p>We do provide the Customer Service hotline number to all our clients. They can contact our CS team Any time 24/7 in case they need any assistance.</p> <p>Please find our Emergency Situation as attached.</p> <p>2024 Update: The emergency guideline is still valid.</p>

<p>10.18. 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.</p>	<p>✓</p>	<p>—</p>	
<p>10.19. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓</p>	<p>✓</p>	<p>AOS have taken steps in this regard by bringing up this issue during our logistics' meetings to all our drivers, leaders and guides. This awareness is interpreted also in shape of putting up a notice board about the prohibition of Sexual Exploitation in general and Sexual Exploitation of children in particular.</p> <p>Since AOS has zero tolerance towards any program, or material that features or promotes child sexual exploitation and generally any forms of exploitation and harassment, before promoting any tour or program we check and control it to make sure the program is telly with AOS sustainability policy, hence we believe that sexual exploitation is not relevant to our offered programs and we don't ask the guides to talk to the clients directly about sexual exploitation matters. However, the guides are required to immediately report to our managers in case they show any matter related to sexual exploitation during our programs.</p> <p>In order to do protect the Children from Sexual Exploitation in Travel and Tourism industry thoroughly and accurately, AOS has planned to conduct training for all drivers, tour leaders and guides.</p> <p>This training helps the guides to help the children safe. Moreover, they will learn about the below matters and they will discuss with the guests during their tour about this matter:</p> <p style="padding-left: 40px;">The illegal methods which may be used in destinations to lure clients into possible situations of involvement in sexual exploitation. The legal charges they face for involvement in sexual exploitation of under aged. the way to recognise sexual exploitation and how to act.</p>



		<p>2024 Update:</p> <p>AOS provides training to its drivers, leaders, and guides to ensure they are fully aware of and vigilant about programs or materials that may feature or promote child sexual exploitation or any form of exploitation and harassment. The training emphasizes the importance of adhering to AOS's zero-tolerance policy on these matters.</p> <p>However, to avoid making clients feel uncomfortable, guides and staff are instructed not to address these sensitive topics directly with the clients. Instead, all relevant matters are clearly outlined in the company's sustainability policy which is published in AOS website, and guests are encouraged to review the policy and tips available on the AOS website. https://asianoverland.com.my/sustainability/#1654225029303-47338f5d-0ac0</p> <p>2025 Update:</p> <p>Added "Prevention of Sexual Exploitation and Abuse" Clause to the Itinerary template: "AOS recognizes that sexual exploitation in tourism and human trafficking are global issues. We uphold a zero-tolerance policy against all forms of exploitation and require the same commitment from all our accommodation and activity providers. You can also play a crucial role in preventing such incidents. If you notice any suspicious interactions between adults and children during your trip, please report it to us immediately."</p>
<p>10.20. 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).</p>	<p>✓ ✓</p>	<p>In accordance to AOS sustainability policy (section 4.1.3) AOS will never promote illegal souvenirs. AOS even don't send the clients to the destination or tourist attractions which provides forbidden souvenirs. The "AOS Forbidden Souvenirs List includes "Threatened flora and fauna species", provided by WWF Malaysia.</p> <p>Generally, the AOS forbidden souvenir is any product which is created from undomesticated animals' organs (such as skin, tooth, horn, shell, ivory, etc...).</p> <p>AOS usually don't communicate to visitors about the illegal souvenir list; Instead, we don't send</p>

		<p>the clients to the place which sell illegal savours. For instance, AOS has stopped promoting “Langkawi Crocodile Farm” as their souvenir shop sells illegal items.</p> <p>AOS forbidden souvenirs are listed in the below link and the clients will be notified about this list and can reach this page via the QR code in their itinerary.</p> <p>https://asianoverland.com.my/sustainability/#1654658241860-aca6ce7-40cd</p>
<p>10.21. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>Asian Overland encourages their clients to explore the diversity in their culture, products and food. AOS clients have this opportunity to experience diversity in Malaysia which incorporated 3 different races: Malay, Chinese and Indian.</p> <p>AOS supports local communities such as the Dedari natives in Taman Negara where we promote and support their Community Based Tourism project.</p> <p>AOS usually arrange the meals in local restaurants during their own programs.</p> <p>For example, the during Malacca tour the lunch will be served in a local restaurant, also during fireflies tour the dinner will be served in a local restaurant which is located in a local village. Also, during Crab Island Tour, clients visit the fishing community in a local village as well.</p> <p>AOS also encourage the clients to purchase hand-made souvenirs. This matter helps our clients to experience diversity, also returns the benefit to the local business and economy.</p>
<p>10.22. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>General speaking, we do have a lot of clients who are basically choose Langkawi as the last destination for their holidays in Malaysia. So, they have to take a domestic flight from Langkawi to Kuala Lumpur and most of flights land on the international airport Kuala Lumpur two (KLIA 2). In this case, the clients need to move to the international airport KLIA 1 to fly to their original countries. Therefore, we often advise the clients to take the connecting train which cost only MYR2 or by taking a free shuttle bus. This is to encourage our clients using the public transportation. Besides, as we offer online purchasing Aquaria tickets, most of clients</p>

		<p>call us requesting also to provide a local transfer from KL hotels to Aquaria. Usually we advise the clients to use the main tunnel between KLCC and Bukit Bintang. Most of hotels have an easy access to the main tunnel which can lead straight to Aquaria. This alternative suggestion always makes our clients happy and at the same time it supports tourism movement and the environmental sustainability that the tunnel was made for.</p> <p>2024 Update: AOS offers most of its tours and packages on an SIC (Shared Transfer Basis), unless guests specifically request private transportation.</p>
<p>10.23. 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).</p>	<p>✓ —</p>	<p>AOS tour guides will encourage tourists to contribute through individual donations that can help the local social associations such as the refugees upon visiting the attraction sites.</p>

After holidays

3

Action	 	Details
<p>10.24. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.</p>	<p>✓ ✓</p>	<p>AOS usually gives out a feedback form to customers after finish each trip. But recently we have developed an E-questionnaire form that can be filled by the clients during the tour or the transfer. At the same time, CS can receive the clients' feedback on the spot. This allows us to check the level of clients' satisfaction and act immediately. We can manage to do a recovery service to the clients in case the service did not meet our client's expectation or due to unforeseen incidents pop up during the trip. This also will allow us to proceed a monthly analysis, accumulative analysis and the annual analysis in regards of the Customer Satisfaction in order to figure out our mishaps, come out with suggestions for the improvement and setup them accordingly.</p> <p>The link of our E-questionnaire is as follow:</p>

		https://www.surveymonkey.com/r/aos_questionnaire
<p>10.25. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.</p>	<p>✓ —</p>	<p>We do give a questionnaire to the clients in order to proceed further analysis and check the level of our clients' satisfaction in regards of our services' quality.</p> <p>AOS also includes the sustainability question in our Customer Questionnaire:</p> <p>How would you rate the sustainability of your program? What sustainability tips and information did you receive from the guide during your program? Would you have any suggestions or feedback regarding the sustainability of the visited destinations / arranged service?</p> <p>2025 Update: The link of our E-questionnaire with updated questions is as follow:</p> <p>https://www.surveymonkey.com/r/aos_questionnairehttps://www.research.net/r/aos-transferfeedback</p>
<p>10.26. Complaints The company has clear procedures in case of complaints from clients.</p>	<p>✓ ✓</p>	<p>At AOS, handling complaints is a structured yet customer-focused process aimed at resolving issues efficiently while maintaining service quality.</p> <p>Complaints can be submitted via email, phone, or in-person interactions. Upon receiving a complaint, the team immediately acknowledges it using professional and polite language to assure the complainant that their concern is being taken seriously. The complaint is then logged into the CS INCIDENT RECORDS, capturing key details such as the date, customer information, nature of the complaint, and any relevant service details (e.g., booking number or tour package). A unique reference number is assigned for tracking purposes before the complaint is forwarded to the appropriate department, such as Customer Service, Reservations, or Transport. The assigned team gathers all relevant information, contacts the complainant if further clarification is needed, and analyzes the issue to identify any breaches of standard</p>

procedures or service agreements.

For instance (24-09-08-02), the guest complained that 'The Orangutan Island has been closed for months, yet there was no replacement program.' As per AOS findings, the closure had been communicated to the guest prior to their departure. However, the reservation team did not revise the guest's itinerary due to last-minute arrangements. AOS also refunded the unutilized Bukit Merah Orang Utan Foundation entrance fee.

The detailed SOP of handling complaints has been attached