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Asian Overland Services Tours & Travel Sdn. Bhd.  
(30613-D) (KPL/LN: 0281)

# Sustainability Best Practices

for Excursion Providers

# Sustainability Best Practices

As a sustainable company, we are committed to making responsible choices, not only in how we operate, but also in who we work with. Sustainability is not a solo effort; it's a shared responsibility, and together, even small steps can lead to meaningful change.

Throughout our journey, we've identified simple yet powerful sustainable practices that can be easily adopted by our partners. These actions, from reducing single-use plastics and conserving energy, to supporting local communities and embracing fair labor, may seem small on their own, but when combined, they create a stronger, more responsible tourism experience. This document outlines some of these key steps, offering guidance on how we can all contribute to a more sustainable future in tourism.

By working together and staying mindful of our impact, we can protect what makes travel special for today, and for generations to come. Let's move forward with intention, responsibility, and a shared vision for better tourism.



# Sustainability Policy



Setting a sustainability policy gives your business a clear direction and purpose. It helps ensure that your daily operations support environmental protection, social responsibility, and ethical practices. Whether you draft your own or adapt an existing model, your policy should reflect your values and goals.

Aligning with global frameworks like the [UN Sustainable Development Goals \(SDGs\)](#) can also strengthen your impact and show your commitment to a better future.

At AOS, we've created our own [sustainability policy](#) to guide our actions and partnerships. You're welcome to use it as inspiration or adapt it to build your own path toward sustainable practices.



# Social Welfare and Human Rights

- The excursion provider shall adhere to fair business practices, transparency, and national laws.
- The excursion provider shall establish fair labour conditions and equal opportunities.
- Operations shall not endanger access to basic services for local communities (e.g., water, food, healthcare, public spaces).
- The excursion provider shall uphold child protection laws, including:
  - No employment of children under 14 years.
  - Special conditions for employees aged 14-18 (e.g., part-time, internships).
  - Reporting any child exploitation cases to local authorities.





# No Plastic Policy

Excursion providers are encouraged to minimize plastic usage and, as a standard practice, do not offer plastic water bottles to guests. Instead, provide a designated refill station where guests can replenish the jugs provided in their rooms or use their own bottles.





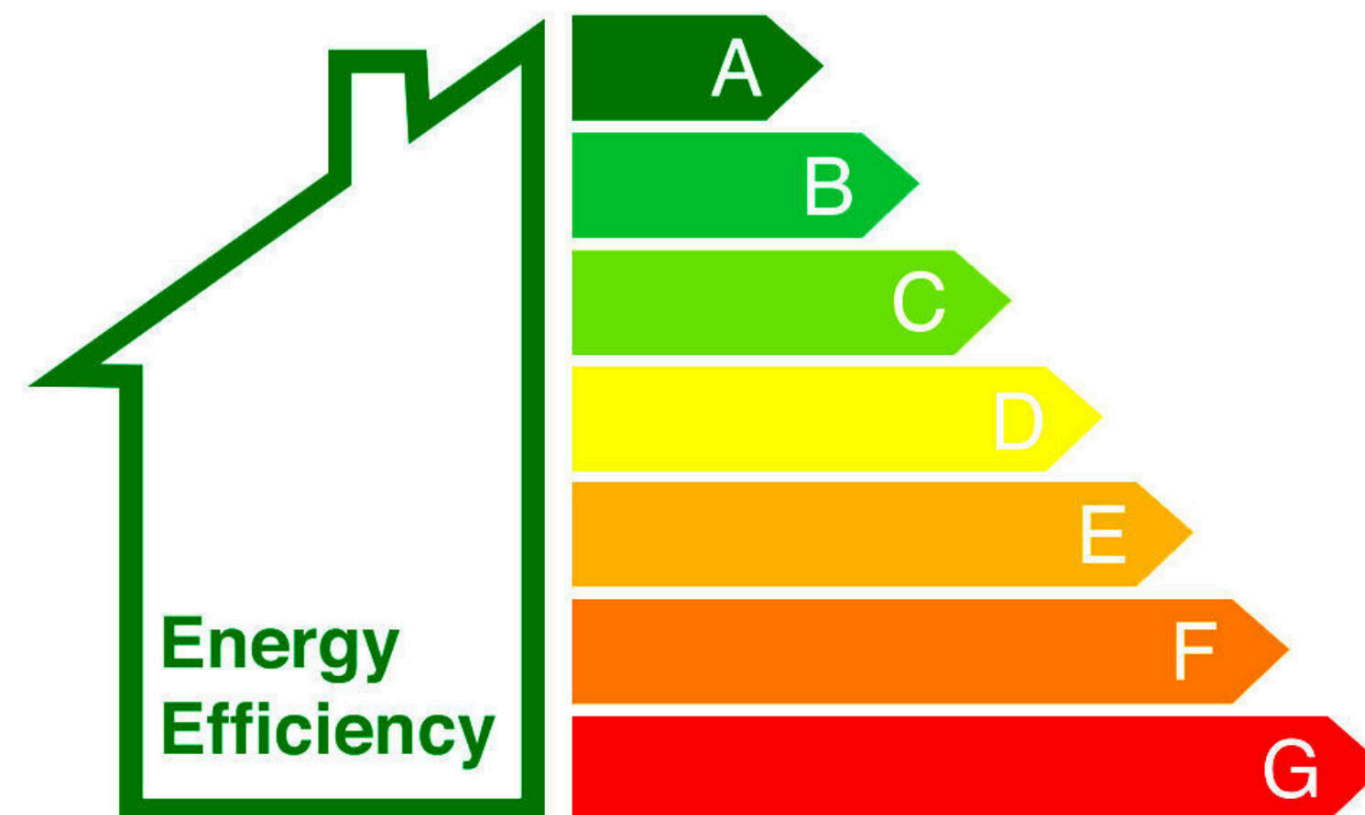
# Waste Management

Excursion providers shall separate at least organic waste for composting and plastic for recycling wherever possible. Suppliers that go beyond these basic waste management practices are highly preferred.



# Energy Efficiency

- Excursion providers implement energy-efficient practices, such as using energy-saving light bulbs and energy-efficient equipment.
- Encourage guests to conserve energy by switching off lights and electrical appliances when not in use, either through signage, verbal reminders, or an automated switch-off system.





# Environmental & Biodiversity Commitments

- The excursion providers shall minimize plastic waste, energy consumption, and water usage.
- Animal-related activities shall adhere to international welfare standards.
- Excursions shall not harm humans, animals, plants, or natural resources.
- Endangered species (e.g., red-listed species) shall not be offered on menus or for trade.
- Wildlife-related attractions must comply with local, national, and international laws





# Community Value

Excursion providers respect the intellectual property rights of local communities and contribute in meaningful ways, such as sponsoring local events or donating to heritage preservation initiatives.





# Socio-Cultural Responsibilities

- The supplier shall prioritize local food products that adhere to fair trade and sustainability principles.
- Local art, architecture, and cultural heritage shall be preserved within the supplier's premises.
- Suppliers shall not promote or sell historical artifacts unless legally permitted.





# Choosing a Sustainability Partner

Working with the right partner makes your sustainability journey easier and more effective. [Travelife](#) is a respected program that provides tourism businesses with training, tools, and certification. They assess your practices, guide improvements, and verify progress so you can move confidently toward responsible operations.

We are currently working with Travelife, a globally recognized program supporting [tour operators](#) and [accommodations](#) in achieving sustainability. With over 1,500 certified hotels and operators in 100+ countries, Travelife helps meet high standards in environmental care, fair labor, community support, and ethical practices.



# A Way of Life!

Sustainability isn't just a trend or a task to complete, it's a way of thinking, living, and traveling. In tourism, it means exploring the world while protecting it. It's about choosing experiences that respect nature, support local cultures, and leave a positive impact wherever we go.

Every journey we take is a chance to do better; to reduce waste, give back to communities, and preserve the beauty and stories of each place for the next traveler, and the next generation. Sustainability is a shared path, and it continues with each conscious choice we make. Let's travel with care, curiosity, and purpose? because how we travel matters.





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