

2024-2025 Sustainability Report

# Asian Overland Services Tours & Travel



ASIAN OVERLAND SERVICES TOURS & TRAVEL SDN. BHD. (30613-D)

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This Sustainability Report presents the environmental, social, and economic performance of Asian Overland Services Tours & Travel Sdn. Bhd. for the period from January to December 2025. As an inbound destination management company (DMC) operating in Malaysia, our sustainability impacts extend beyond office operations into the destinations, partners, and communities we engage with. This is our first sustainability report and represents an important step in establishing transparent and structured sustainability reporting.

The report covers office based operations, internal travel, selected operational activities, and destination management practices. While significant progress has been made in collecting environmental data, certain areas, particularly third-party transportation emissions are still under development. These gaps have been clearly identified and form part of our future improvement roadmap.

- Partially Included Data
  - Carbon Emission for Staff Travel (started July 2025)
  - Carbon Emission Staff Commute
  - Waste Generation
- Not Yet Included Data
  - Carbon Emission by Third Party services.
  - Supplier Sustainability

Where data is not yet included, this reflects limitations in data availability or scope rather than the absence of impact, and these areas have been prioritised for future improvement

AOS team at Taman Tugu , January 15, 2025



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# Document Outline

## AOS Sustainability Roadmap

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- The United Nations 2030 Agenda for Sustainable Development
- Asian Overland Services (AOS) Sustainability Vision

## Investing in Futures

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- Furniture Donation for Children's Education

## Environmental Stewardship

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AOS Sustainability Vision

# Think Globally, Act Locally

Asian Overland Services Tours & Travel Sdn. Bhd. (AOS) , better known as AOS, is a Malaysian company with almost 50 years of experience in the leisure and incentive sector of tourism. Incorporated in 1976, the company has established itself as a leading and reputable company with our own B2B booking platform and its own fleet of vehicles. As a DMC, we recognise our responsibility to influence travel choices, promote responsible tourism practices, and contribute positively to the destinations in which we operate.

Sustainability is central to our long-term business resilience and our role as a responsible tourism operator. We are committed to minimising our environmental footprint, supporting local economies, safeguarding cultural and natural heritage, and creating a positive working environment for our employees. Our sustainability approach focuses on practical actions, continuous improvement, and transparent reporting.

In 2025, we embarked on a process to be certified and be partnered with Travelife. This journey helped us assess our current state and practices and identify areas of improvement in terms of sustainability. As a result, we made significant progress in terms of energy efficiency, responsible destination selection, and the establishment of baseline environmental data to guide future targets and performance tracking to strengthen our sustainability practices.



The 2030 Agenda for Sustainable Development

# Towards a Sustainable Future

Asian Overland Services is guided by a clear vision to be recognized as a sustainable and responsible company within the tourism and travel industry. As part of this commitment, we have established our own sustainability policy that shapes how we operate, collaborate with partners, and serve our guests. This policy reflects our belief that business success must go hand in hand with environmental protection, cultural respect, and long-term community well-being.

Our sustainability policy is aligned with the principles of the United Nations United Nations Sustainable Development Goals (SDGs). By integrating these global goals into our operations, we aim to contribute positively to responsible tourism, environmental stewardship, and inclusive economic development. The SDGs provide a globally recognized framework that helps guide our priorities and ensures our efforts support broader international sustainability objectives.



These principles serve as our strategic foundation guiding decision-making across all areas of the company. Through this framework, Asian Overland Services remains committed to continuous improvement, responsible partnerships, and creating travel experiences that generate positive impacts for destinations, communities, and future generations.

Furniture Donation for Children's Education

# Investing in Futures

1 NO POVERTY

4 QUALITY EDUCATION



In line with our commitment to community development, social responsibility, Asian Overland Services Tours & Travel donated much-needed chairs and tables to Jungle School. This meaningful contribution has helped create a more comfortable and conducive learning environment for the Bateq children, who previously had to attend classes without even the most basic furniture.



Bateq children learning with new chairs at Taman negara Jungle School

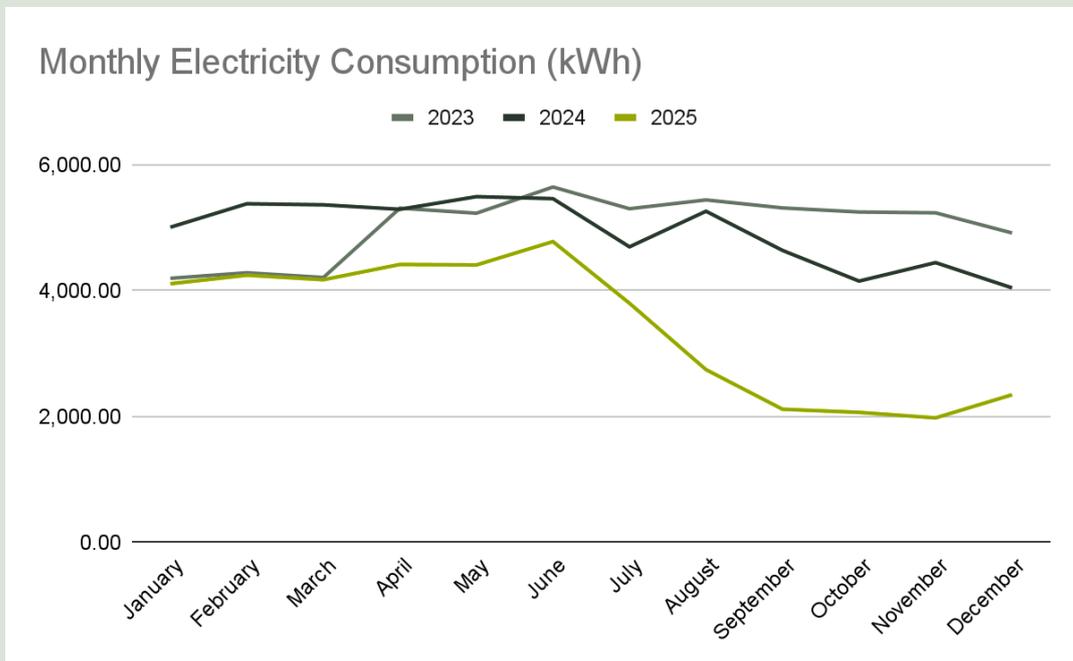
Jungle School in Taman Negara is a volunteer-run initiative founded by Roslan Kassim, a former staff member of Asian Overland Services, with a passion for education and indigenous culture. The school provides basic literacy, life skills, and environmental education to Bateq native children, aiming to empower the community while preserving their deep-rooted connection to the rainforest.



# Energy Consumption & Climate Action

Energy consumption is a key focus area of our environmental strategy. In 2025, our total electricity usage decreased by 30% compared to previous years, marking a significant milestone in our transition toward cleaner energy. This reduction was primarily driven by the installation of on-site solar panels and the replacement of office equipment with more energy-efficient appliances.

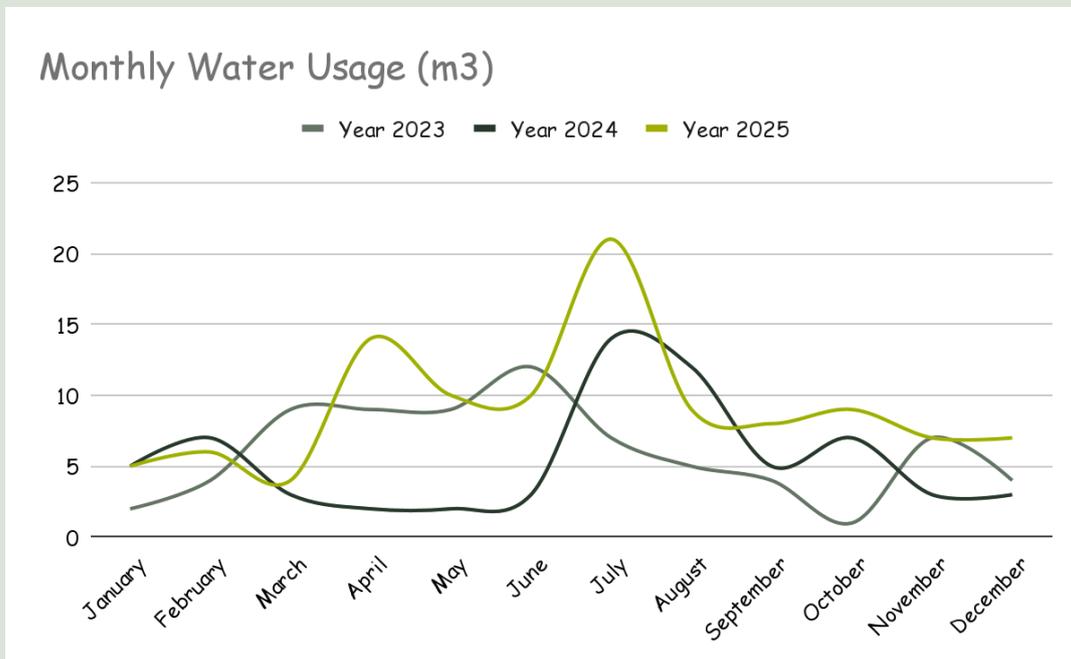
This investment reflects our commitment to long-term emissions reduction and operational efficiency, while reducing dependence on grid electricity. We expect bigger reduction in consumption in the coming years as more electronics are replaced and the solar panel operating for a whole year instead of half a year in 2025.



# Water Management

Water consumption is carefully monitored across our office operations. In 2025, total water usage was 110 m<sup>3</sup> for the year. Although this represented a slight increase compared to previous years, overall consumption remained below average for an office of approximately 50 employees. The estimated average consumption of office worker by the Government of Malaysia is 660 m<sup>3</sup> a year, which would put AOS's usage at 80% lower than the estimate by the government.

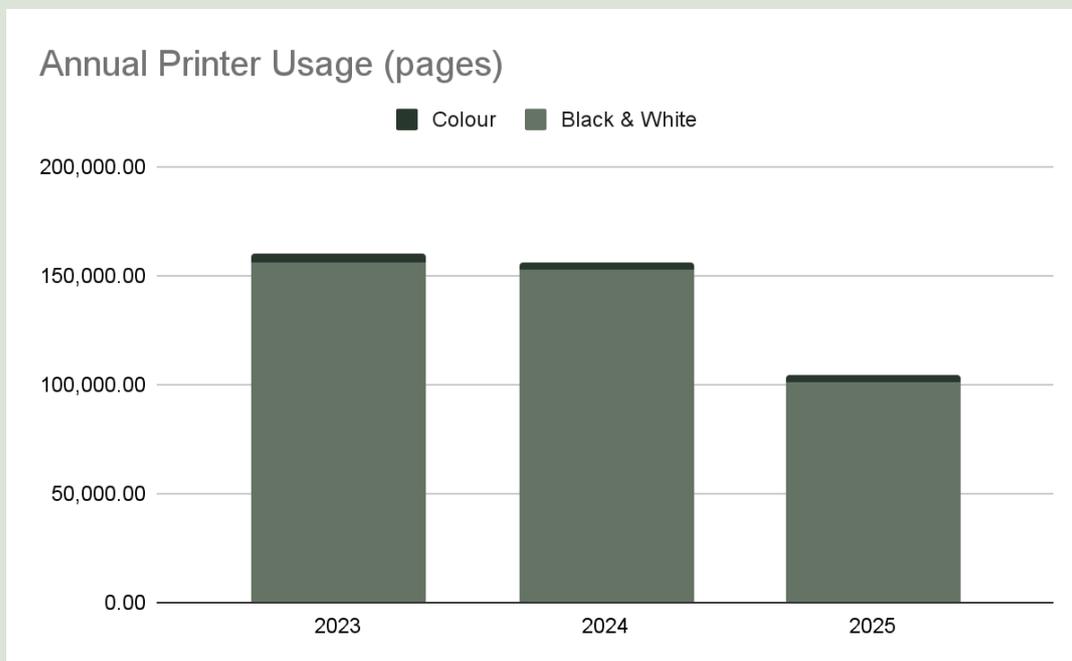
This performance reflects ongoing water-efficient practices and responsible use across daily operations. This is also due to the installation of Water consumption trends will continue to be monitored to ensure efficiency is maintained as operational needs evolve.



# Materials & Paper Use

Reducing material consumption forms part of our effort to minimise waste and resource usage. Printing has always been a concern of the management of the company. In 2025, paper consumption decreased by 35%, supported by increased digitalisation of internal processes, reduced printing, and improved staff awareness.

Not included in the reduction is also the recycling effort that the company practises. Operational usage paper that is not required to be kept by the company or government body are recycled and if only 1 sided was used before, it will used as printing paper. This reduction demonstrates how behavioural change, combined with operational improvements as new procedures that incorporate digital documentation are adopted by AOS, these significantly lower material usage without compromising efficiency.





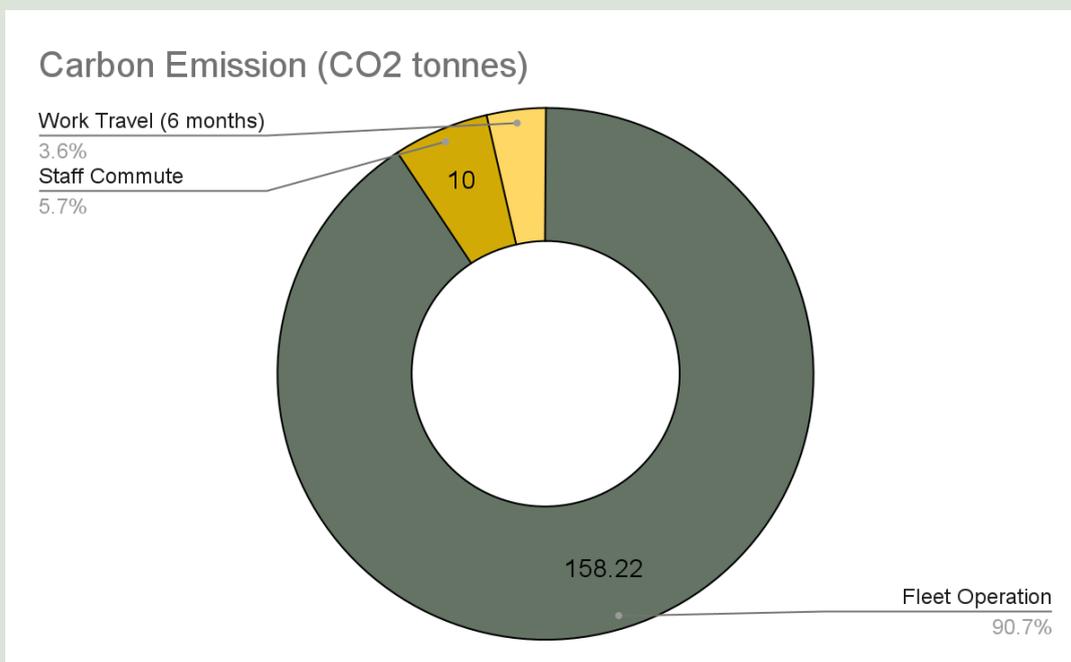
# Greenhouse Gas Emissions

Due to the nature of the business in the inbound tourism industry, greenhouse gas (GHG) emission is a significant byproduct of operations. The measurement of GHG emissions is an important area of development for our sustainability reporting. In 2025, we initiated structured data collection for emissions related to staff travel and operation. Due to this our information is incomplete but it would serve as a basis of data collection and will be improved in the following year.

As disclosed above the data to be presented for this section is as below.

- Staff commute - 1 year
- Internal Fleet Operations - 1 year
- Staff work travel - 6 months (July - December)

At this stage, emissions associated with third-party transportation services have not yet been captured. Completing a comprehensive carbon footprint, including all operational and value-chain emissions, has been identified as a priority for future reporting cycles along with a more complete staff work travel.

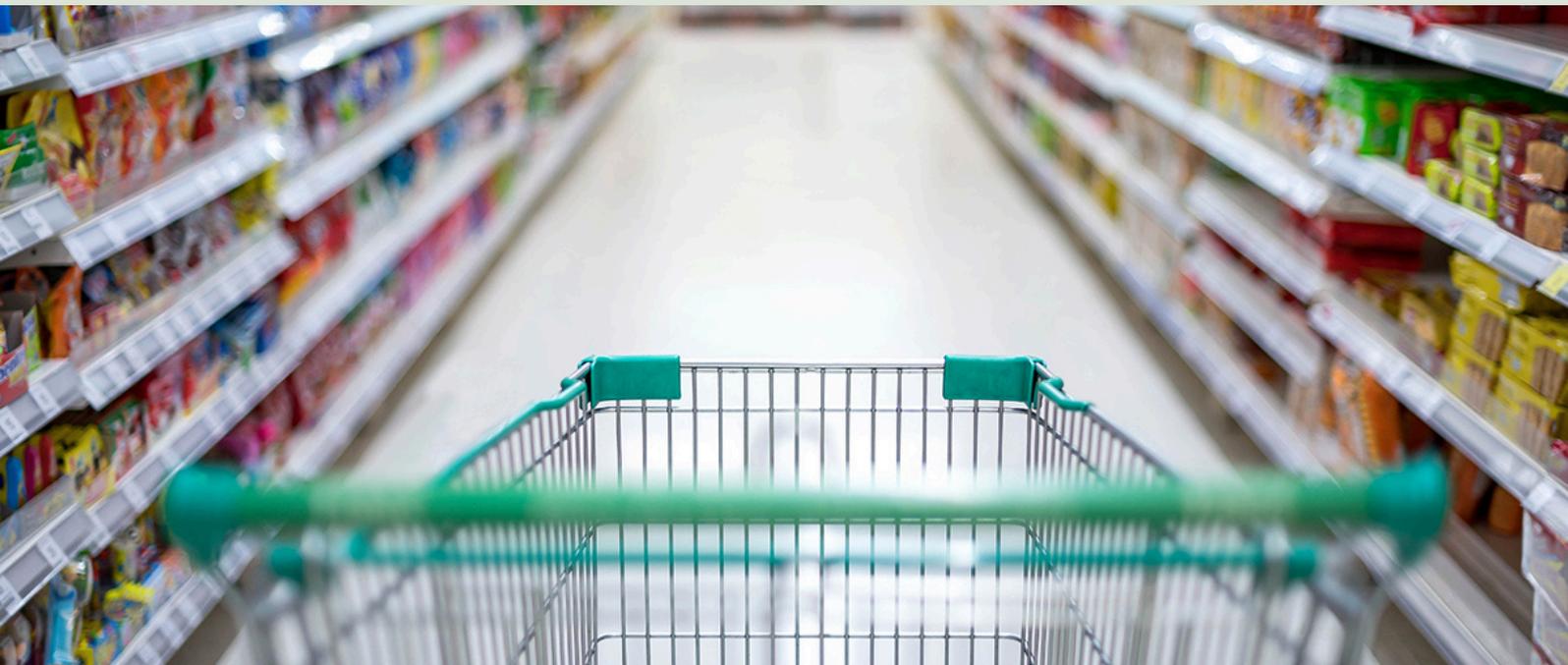


Environmental Stewardship

# Sustainable Chemicals & Office Supplies



In 2025, we reviewed the chemicals and cleaning products used in our office and transitioned to products with recognised eco-labels wherever feasible. This change reduced the use of hazardous substances and contributed to a healthier working environment for employees, while lowering potential environmental impacts.



# Biodiversity & Responsible Destination Management

As an inbound DMC, our environmental impact extends beyond our office footprint. In 2025, we strengthened our destination management practices by actively promoting eco-friendly destinations and experiences, while removing locations that do not align with responsible tourism and environmental protection principles from our recommendations.

We also aim to educate clients and partners on responsible travel behaviour, contributing to the long-term preservation of natural and cultural assets in Malaysia.



Social Responsibility

# Our People & Workplace

Our employees are central to our sustainability journey. In 2025, we invested in staff training and professional development, including sustainability awareness, operational skills, and responsible tourism practices. We also continued to support internship opportunities, providing hands-on learning experiences and contributing to skills development within the tourism sector.

We are committed to providing an inclusive and supportive workplace, including considerations for employees with special needs and a focus on health, safety, and wellbeing.

Topic	Participants	Date
Basic Fire Fighting	17pax	4 Sept 2024
The New Leadership Paradigm & Breakthrough Results	17pax	12 & 13 December 2025
Time management & Goal Setting For Professionals	23pax	24 January 2026



Social Responsibility

## Ethical Practices & Partnerships

We maintain a zero-tolerance approach to unethical practices, including child labour and exploitation. Our internal policies reflect this commitment, and we work with partners who share similar values. Ethical conduct, transparency, and respect for human rights are fundamental to our operations and partnerships.

We have established a comprehensive Sustainability Policy that incorporates these principles and guides our approach to responsible business practices. This policy outlines our commitment to ethical operations, environmental responsibility, and respect for human rights across all areas of our work. We are dedicated to implementing these standards within our own organization and regularly encourage and expect our partners, suppliers, and stakeholders to uphold the same commitments. Through ongoing engagement, monitoring, and collaboration, we aim to ensure that our values are consistently reflected throughout our operations and partnerships.



AOS Future Plan

# Looking Ahead

This first sustainability report establishes a foundation for ongoing improvement. In the coming years, our focus will be on completing a full carbon footprint, improving data quality, expanding supplier sustainability assessments, and setting measurable environmental and social targets.

We recognise that sustainability is a continuous journey and remain committed to transparency, learning, and collaboration as we strengthen our impact as a responsible inbound DMC.



We Make The Difference



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