



Discovery Travel Limited Partnership

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**Discovery Travel Limited Partnership
Sustainability Progress Report 2022-2023**

2022-2023 has been a very busy period for us. After Thailand re-opened after the COVID-19 pandemic, we saw an influx of tourists that surpassed our expectations. We have worked hard to maintain our high standards and work sustainability in our every day operations whenever possible.

Our Key Achievements

| No. | Goal Aims | Achievement Rating | Remarks |
|-----|--|--------------------|---|
| 1. | Help to re-build the Khao Lak tourism industry post pandemic. | ✓✓✓✓✓ | <p>We successfully used our travel blog and social media outlets to share current situational updates and encourage tourist to return as soon as possible.</p> <p>Our booking numbers vastly exceeded our expectations. And we often received feedback from customers saying that our posts had been very useful.</p> <p>We encouraged customers to avoid booking all-inclusive holiday packages, and instead to visit the local bars and restaurants to support the local community.</p> |
| 2. | Achieve Travelife Certified Certification | ✓✓✓✓✓ | <p>We were awarded Travelife Certified status at the end of 2021. This has been a remarkable success for us and has made us the first tour company in Khao Lak to achieve the certification.</p> |
| 3. | Support and encourage others suppliers and partners to move towards more sustainable operations. | ✓✓✓XX | <p>As we operate the vast majority of our trips ourselves, we don't work with a large number of suppliers.</p> <p>That said, we have spent the last period expanding network and forming new contacts. We are now beginning to become recognised and</p> |



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| | | | <p>noticed by local operators and associations.</p> <p>We have expanded our day tours to include the CBT project in Tha Din Deang. This tour has been well received by agents and partners.</p> <p>At the start of 2022, we did begin working with Seastar, a local speedboat operator, to encourage them to take steps towards being more sustainable. Unfortunately, they have since decided that in their case, making the necessary changes would be too complicated, and labour intensive.</p> <p>We have since moved our operations to another supplier (Wow Andaman) who is more in tune with the prospect of becoming more sustainable.</p> <p>Many of the freelance longtail boats based in the village where we moor our boat have also shown their interest in operating in a sustainable way.</p> <p>They have helped us to make improvements to our boat and the village pier. Our boat and operational standards are now seen as an unofficial benchmark standard for other boats.</p> |
| 4. | Implement HR criteria and recommendations from Travelife to improve working standards | ✓✓✓✓✓ | <p>All of our full time and regular freelance team member have now been issued with an official contract of employment.</p> <p>An “Employee Pack” including all necessary policies, codes of conduct and procedures has been made available in our office and as a pdf file for all staff.</p> |



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| 5. | Provide additional training | ✓✓✓XXX | <p>All of our full time and regular freelance staff have now been given access to the sustainability trainings available on the Travelife system. We have encouraged our staff to complete these trainings when they have time. Most now have done so.</p> <p>We also provided a first aid training session open to all staff and freelance partners.</p> |
| 6. | Re-evaluate the use of oils and chemicals | ✓✓XXXX | <p>This has is a very difficult goal. The majority of chemicals and oils used in our operations are used as part of our boat maintenance and upkeep.</p> <p>We have begun looking into less potentially hazardous alternatives, but have not yet found many viable alternatives. The recommended alternatives we have found so far have proved to be vastly more expensive and not cost effective.</p> <p>We will continue to evaluate the situation and find viable alternatives.</p> <p>Our “Hazardous Substances Policy & Procedures” includes guidelines and standard operating procedures for the handling and usage of potentially hazardous substances. It also included guidelines on how to deal with spillages.</p> <p>This manual has been made available to all of our staff in our Employee Pack.</p> <p>To help avoid potential water contamination from our boat, we have fitted the bilge with oil absorbers.</p> |



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Our Next Steps

Over the next period we will be continuing with our focus on working with the community. We have plans to work with the villagers at Baan Koh Nok to create a recycling collection point in the village which can be used to fund fresh water at the pier. We will also be looking to include more community-based tour packages in our portfolio.

Now that we have moved to a larger premises, and out of a private residence, it will be easier for us to measure and evaluate our water, power usage and waste generated. Once we have established a base line record, we can then evaluate the data and look in to potential improvements.

Having more space and being more established also enables us to hold staff training sessions and meeting more easily. Over the coming months we will be creating a training plan for potential new guides, sales and operational staff.



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