



SUSTAINABILITY POLICY

1.0 Moments Beyond Borders and Responsible Tourism

Moments Beyond Borders recognizes that responsible tourism requires a commitment to sustainable travel practices from all stakeholders involved in promoting, selling, and delivering travel experiences. From government bodies to airlines, tour operators, hoteliers, tour leaders, and individual travelers, everyone has a role to play in protecting the environment and preserving cultural heritage. Sustainability in tourism is not a one-time achievement but an ongoing process that demands continuous monitoring, regular improvements, and policy adjustments as the industry evolves.

2.0 Our Mission

We believe in the transformative power of travel and are committed to showcasing the splendor of the world while respecting and uplifting local communities and ecosystems

3.0 Our Sustainability Objectives

1. To minimize negative environmental, social, and cultural impacts associated with our operations.
2. To maximize positive contributions to local communities by supporting local economies, promoting fair employment, and enhancing community well-being
3. To actively involve local communities in project and activity planning to ensure their perspectives are considered and benefits are shared.
4. To protect flora, fauna, and natural habitats by implementing conservation-friendly practices and promoting biodiversity.
5. To ensure accessibility for people with diverse physical abilities, providing inclusive tourism experiences.
6. To foster meaningful interactions between visitors and host communities that promote cultural understanding, respect, and authentic experiences.

4.0 Our Pledge

In founding our company, our primary objective was to bring about positive change, a commitment echoed in our Company Vision. For us, "responsible travel" means achieving financial success while also fostering a positive impact on the communities and environments we engage with. We firmly believe that this approach is pivotal for the future of travel, and by working collectively, we can contribute to making the world a better place.

5.0 Our Sustainability Approach to Sustainable Tourism

Leadership and Responsibility

The foundation of our approach is strong sustainability leadership embedded within our organizational structure. An appointed Sustainability Coordinator works in close collaboration with all departments to ensure that sustainability principles are integrated into daily practice. Every staff member, partner, and stakeholder has a role to play in advancing our sustainability mission.

Ten Guiding Themes

Our Sustainability Policy is organized around ten themes, each supported by guiding principles and practical actions: Sustainability Management & Legal Compliance; Internal Management: Social Policy & Human Rights; Internal Management: Environment & Community Relations; Partner Agency; Transport; Accommodations; Excursions and Activities; Tour Leaders, Local Representatives, and Guides; Destination Management; Customer Communication and Protection

These themes serve as the backbone of our sustainability strategy, shaping how we operate, engage, and grow responsibly.

From Policy to Action

Our approach goes beyond written principles, it is action-oriented. To translate policy into measurable outcomes, we have developed a Sustainability Monitoring Matrix. This tool aligns our objectives with specific targets, indicators, and timelines, ensuring that progress is both trackable and transparent. It also helps us identify areas for continuous improvement, reinforcing accountability across the organization.

6.0 Sustainability Implementation Framework: 10 Guiding Themes

7.1 Sustainability Management & Legal Compliance

We commit to sustainability management, practiced by these following actions:

- Appoint a sustainability coordinator and ensure all staff are aware of, committed to, and actively implement the sustainability policy.
- Develop and communicate a sustainability mission, policy, and action plan covering environmental, social, economic, cultural, and employee health and safety aspects.
- Assess and monitor the company's and key partners' sustainability performance, with clear targets, measures, and timelines.
- Engage in external forums, ensure transparency through reporting, and continuously improve sustainability practices.

7.2 Internal Management: social policy & human rights

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- Ensure freedom of employment and contract termination with notice, in compliance with national labor law, including clear job descriptions, wage rates at or above the legal minimum, overtime compensation, and insurance coverage.
- Provide employee benefits such as paid holidays, sick leave, unpaid leave allowances, health and safety policies, first aid provisions, and regular guidance and training on roles, rights, responsibilities, and disaster preparedness.
- Implement documented procedures for complaints, disciplinary actions, and regular measurement of employee satisfaction.
- Promote inclusive employment practices, including opportunities for students, persons with special needs, and ensuring equal access to training, development, and career progression regardless of gender, race, age, disability, ethnicity, religion, beliefs, or sexual orientation.
- Support human rights in the workplace by respecting trade union membership, collective bargaining, and participation in sector-wide labour negotiations where applicable.

7.3 Internal management: environment and community relations

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- Minimize resource use by reducing disposable goods, paper, packaging, plastic, and water consumption; favor bulk purchases, sustainable products, and eco-friendly materials; implement water-saving equipment and reuse wastewater or rainwater where feasible.
- Manage energy efficiently by monitoring and reducing consumption, purchasing green energy, using energy-saving equipment and lighting, switching off devices when not in use, and promoting low-emission transport and teleworking.
- Reduce waste and pollution by recycling, proper disposal of hazardous materials, using non-toxic cleaning products and paints, and minimizing emissions from vehicles and buildings.
- Promote sustainable procurement, printing, and marketing practices, including eco-labeled products, environmentally friendly brochures, and minimizing brochure wastage.
- Comply with national laws regarding waste, water, chemicals, land use, emissions, and heritage protection; ensure buildings and operations follow sustainable planning and construction practices.
- Educate and engage staff on their roles and responsibilities regarding sustainability, including environmental practices, energy use, transport, and workplace behavior.
- Contribute to the protection of local natural, historical, cultural, and spiritual sites and avoid impeding access to them by local communities.

7.4 Partner Agency

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Work only with partners and accommodations that actively implement sustainability and comply with national laws, including employee rights and child protection measures.
- Maintain a record of partner sustainability practices and regularly evaluate their performance to ensure compliance with sustainability standards.
- Include sustainability clauses in contracts, informing partners of the company's sustainability policy, Travelife, and national tourism standards, and encourage their participation in sustainability trainings and campaigns.
- Minimize the ecological footprint of operations through paperless work, waste separation, use of recycled materials, and sustainable travel choices.
- Consider local community benefits and social policies of partner accommodations when selecting partners.

7.5 Transport

We try to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;
- Including sustainable (public) transport to the point of departure for the international/long distance journey;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations;
- Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

7.6 Accommodations

We try to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

We commit to this by;

- Select and prefer accommodations that comply with sustainability and quality standards, are locally owned and managed, employ local communities, and incorporate local culture, art, and heritage while respecting intellectual property rights.
- Encourage and support partner accommodations to become sustainably certified, provide evidence of sustainability goals, participate in trainings and best practices, and complete sustainability questionnaires; offer incentives for active engagement in sustainability.

- Include clear sustainability clauses in contracts covering child labour, anti-corruption, bribery, waste management, biodiversity protection, and child protection, with provisions to terminate agreements if partners fail to comply.
- Communicate sustainability objectives and requirements to all contracted accommodations and ensure employees are trained on children's rights, prevention of sexual exploitation, and reporting procedures.
- Terminate cooperation with accommodations that jeopardize basic services or fail to uphold sustainability and ethical standards.

7.7 Excursions and Activities

We value animal and community welfare extremely high and aims at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

We commit to this by;

- Maintain an inventory of environmentally and culturally sensitive excursions, ensuring all activities respect local culture, nature, and resources, and exclude harmful, socially unacceptable, or illegal practices, including wildlife exploitation.
- Communicate sustainability objectives and guidelines to excursion providers and advise guests on responsible behavior to minimize negative impacts and maximize enjoyment.
- Use skilled or certified guides for sensitive cultural, heritage, and ecological sites.
- Promote excursions that support local communities, traditional crafts, local production, social projects, environmental protection, biodiversity, and protected areas.

7.8 Tour leaders, local representatives and guides

We aim at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

We commit to this by;

- Ensure all employees and contracted local staff have written contracts with clear labor conditions, job descriptions, and understand the terms; provide regular training and qualifications to meet legal, industry, and sustainability standards.
- Prefer and train local staff, including tour leaders, guides, porters, drivers, and cooks—while ensuring they are paid at least a living wage and informed about the company's sustainability policies.
- Provide sustainability-focused training modules for staff, covering responsible tourism, local destination knowledge, environmental and cultural protection, social norms, human rights, and prevention of sexual exploitation of children.
- Require tour leaders, local representatives, and guides to inform clients about sustainability practices, local culture, resource use, and human rights issues during excursions.

7.9 Destination

We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Consider sustainability in selecting new destinations, favouring non-mainstream or easily accessible locations and avoiding areas where tourism causes negative local impacts unless mitigated.
- Comply with legal spatial planning, protected area, heritage regulations, and local destination management strategies.
- Support local communities, producers, and accommodations, and engage with local authorities and stakeholders on sustainable destination planning, resource use, and socio-cultural issues.
- Contribute to biodiversity conservation, including protected and high-biodiversity areas.
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

7.10 Customer communication and protection

Customers welfare and information are very important to us. At Indochina Junk, we ensure clear and constant communication and high protection to our clients.

- Provide clear, accurate, and complete product, price, and destination information, including sustainability aspects, environmental impacts, and available sustainable alternatives.
- Follow company guidelines for client consultation, comply with privacy and marketing standards, and ensure sustainability commitments are clearly communicated.
- Promote certified sustainable accommodations, excursions, packages, and transport options as preferred choices.
- Inform clients about local culture, natural surroundings, cultural heritage, sustainability issues, and responsible behaviors to minimize negative impacts.
- Provide guidance on health, safety, emergency contacts, and sensitive excursions, including codes of conduct developed with relevant communities or NGOs.
- Prevent and raise awareness about sexual exploitation of children and adolescents, including guidance on how clients can avoid contributing to such exploitation.
- Advise clients on legal restrictions on artefacts, sustainable transport, local businesses, and opportunities to support local charity or sustainability initiatives.
- Systematically measure client satisfaction, including sustainability aspects, and use results to improve services and products.
- Maintain clear procedures to handle client complaints.

8.o Our Sustainability Monitoring Matrix

Theme	Indicators/ Matrix	Data Source/ Evidence	Frequency of Monitoring
Sustainability Management & Legal Compliance	• Sustainability Coordinator assigned (Yes/No) • Sustainability policy availability (Yes/No) • Number of staff trained on sustainability • Number of external forums participated • Baseline assessment completed (Yes/No) • Action plan with SMART targets (Yes/No) • Public reports published	HR records, internal policy documents, meeting minutes, sustainability reports	Quarterly / Annually
Internal Management: Social Policy & Human Rights	• % of employees with formal contracts • % employees receiving legal minimum or above • Number of trainings on health & safety per year • Number of complaints reported/resolved • Employee satisfaction score	HR records, training logs, surveys, legal compliance reports	Semi-Annually
Internal Management: Environment & Community Relations	• % reduction in energy/water consumption • % recycled waste • CO2 emissions calculated & offset (tons) • Number of sustainable procurement practices • Number of community initiatives supported	Utility bills, procurement records, environmental audits, community engagement reports	Quarterly
Partner Agency	• % of partners assessed for sustainability practices • % partners signing sustainability contract/addendum • Number of partner trainings conducted • Compliance with child protection and labour law clauses	Partner contracts, audit reports, training attendance logs	Annually
Transport	• % trips using low-emission transport • Number of sustainable travel products offered	Travel itineraries, supplier invoices, customer surveys	Quarterly

	• Customer feedback on transport sustainability		
Accommodation	• % accommodations with sustainability certification • % accommodations complying with child protection clauses • Number of local staff employed • Number of CSR activities supported	Accommodation audits, contracts, certification records	Semi-Annually
Excursions & Activities	• % excursions reviewed for sustainability compliance • Number of guides trained • Number of community-based activities promoted • Customer feedback on responsible excursions	Excursion inventory, guide training logs, customer feedback, NGO collaboration reports	Quarterly
Tour Leaders, Local Representatives & Guides	• % local staff employed • Number of staff trained • Compliance with labour and child protection laws • Client feedback on guide information	HR records, training logs, contracts, customer surveys	Semi - Annually
Destination	• Number of destinations assessed for sustainability • % destinations with conservation support • Number of local projects supported • Compliance with zoning/heritage laws	Destination assessments, project reports, government records	Annually
Customer Communication & Protection	• Customer satisfaction scores • Number of complaints received/resolved • Number of clients informed about sustainability aspects • % clients using sustainable options	Customer surveys, complaint logs, booking records, communications	After each trip / Annually

9.0 Conclusion

Moments Beyond Borders is committed to sustainable tourism, integrating environmental, social, cultural, and economic responsibility into all operations. Through its 10 guiding themes, the company sets clear policies, actions, and monitoring processes to protect communities, natural habitats, and cultural heritage. This policy reflects our dedication to continuous improvement, transparency, and delivering responsible, meaningful travel experiences.