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Sustainability Policy

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Sustainability Policy.

Our Commitment.

At **LSR Travel Agency**, we are deeply committed to developing tourism in a responsible, inclusive, and sustainable way. We recognize that protecting Sri Lanka's environment, culture, and communities is essential to the long-term success of our business and to the satisfaction of our travelers.

Our goal is to maximize the positive impact of tourism—through cultural exchange, local employment, and conservation—while minimizing its negative environmental, social, and economic effects.

This Sustainability Policy reflects our management approach, operational practices, and relationships with employees, suppliers, and clients. It guides our continuous improvement in sustainability and is supported by the company's top management.

Sustainability Management & Legal Compliance.

We integrate sustainability into all areas of our business by:

- Appointing a Sustainability Coordinator to oversee implementation and monitoring.
- Maintaining a written and publicly available Sustainability Policy and Mission Statement.
- Complying fully with all relevant national legislation, codes of practice, and international tourism standards.
- Developing an annual sustainability action plan with measurable goals, responsibilities, and timelines.
- Monitoring our performance and sharing results transparently with our staff and partners.
- Actively engaging in sustainability networks, forums, and Travelife initiatives to foster continuous improvement.

2. Internal Management: Social Policy & Employee Wellbeing.

Our employees are the foundation of our success. We commit to:

- Ensuring all employment practices comply with Sri Lankan labour laws.

- Providing fair wages, safe working conditions, and equal opportunities for all employees, without discrimination.
- Promoting gender equality and inclusion, and encouraging opportunities for persons with special needs.
- Providing training and awareness on sustainability, health, and safety.
- Maintaining a transparent grievance procedure and regular employee satisfaction reviews.
- Offering internships and traineeships to support youth and education.

3. **Internal Management: Environment & Office Practices.**

We aim to reduce our ecological footprint by:

- Reducing energy, paper, and water consumption in our offices.
- Implementing waste separation and recycling practices.
- Purchasing eco-friendly and locally produced supplies whenever possible.
- Reducing single-use plastics and non-biodegradable materials.
- Encouraging digital communication and reducing unnecessary printing.
- Promoting staff awareness and responsibility toward environmental conservation.

4. **Reduction of Disposable and Consumable Goods.**

- We are committed to minimizing waste and environmental impact by reducing and replacing disposable and consumable goods across our operations.
- We achieve this by:
 - Monitoring the use of disposable materials such as paper, plastics, and packaging, and setting annual reduction targets to track progress.
 - Transitioning to digital systems, including cloud-based storage (e.g., Google Drive), electronic invoicing, contracts, and communication to reduce paper consumption.
 - Limiting printing to essential needs and using double-sided and recycled paper wherever possible.

- Reducing single-use plastics by using bulk 20L refillable water dispensers in vehicles and company-owned accommodations.
- Installing water filtration systems connected to office water lines to provide safe drinking water while eliminating the need for plastic bottles.
- Replacing plastic packaging, cutlery, and straws with biodegradable or reusable alternatives whenever feasible.
- Prioritizing suppliers that offer eco-friendly, reusable, and minimally packaged products, including office supplies and guest amenities.
- Training and encouraging staff to adopt responsible consumption practices and actively contribute ideas to reduce waste.
- Recognizing and supporting sustainability initiatives within the company.

5. Energy Management.

We are committed to reducing energy consumption across all operations and promoting responsible energy use among our staff and partners. Our aim is to minimize our environmental footprint while improving efficiency and reducing operational costs.

We achieve this by:

- Continuously improving energy performance and integrating energy-efficient practices into daily operations.
- Using energy saving electric devices.
 - Reducing overall energy consumption through effective monitoring and management.
 - Encouraging employees to adopt energy-saving behaviours in the workplace.
 - Replacing conventional lighting and equipment with energy-efficient alternatives such as LED lighting and low-energy appliances.
 - Ensuring energy-efficient practices are followed in offices, vehicles, and partner facilities.

6. Waste Reduction & Recycling.

We are committed to minimizing waste generation and maximizing recycling across our operations in order to reduce environmental impact and promote responsible resource use.

We achieve this by:

- Reducing non-recyclable waste through sustainable purchasing and improved waste management practices.
 - Promoting the recycling and reuse of office materials, including paper and packaging.
 - Minimizing single-use plastics by replacing them with reusable or biodegradable alternatives.
 - Ensuring all employees actively participate in waste separation and recycling initiatives.
- Encouraging digital documentation and limiting printing to essential needs, using double-sided and recycled paper.
 - Eliminating single-use plastic items such as cups, cutlery, and bottles, and promoting reusable alternatives.
 - Purchasing office supplies in bulk to reduce packaging waste.
 - Providing clearly labeled recycling bins for paper, plastics, and other waste streams in office areas.
 - Reusing, donating, or recycling office equipment wherever possible.
 - Setting measurable waste reduction targets and reviewing progress regularly.
 - Conducting periodic waste assessments to identify areas for improvement.
 - Monitoring waste generation and recycling performance to support continuous improvement.
 - Providing staff training on waste management and recycling practices.
 - Encouraging participation in waste reduction initiatives and internal awareness activities.

- Promoting a culture of responsibility through regular communication and engagement.

7. Accommodation.

We are committed to promoting sustainable tourism through the careful selection and continuous evaluation of our accommodation partners. We aim to increase the proportion of sustainable accommodations within our portfolio and support their ongoing improvement.

We select and promote accommodations that:

- Follow sustainability and quality standards, including energy efficiency, water conservation, and waste reduction practices.
- Are locally owned or community-based, providing employment and economic benefits to local communities.
- Respect and promote local culture, heritage, and architecture, while ensuring the protection of intellectual property rights.
- Maintain fair working conditions, support community initiatives, and uphold child protection principles.
- We prioritize accommodations that demonstrate clear sustainability commitments through certifications, internal policies, or measurable practices.
- Preference is given to accommodations certified or working towards recognized sustainability standards such as Travelife or Green Globe.
- When selecting new partners, sustainability performance is a key criterion in decision-making.
- We encourage accommodation partners to implement energy- and water-saving measures.
- We promote effective waste management systems and reduction of single-use materials.

- We support the use of environmentally friendly and locally sourced products where possible.

8.Responsible Partnerships & Supply Chain.

LSR Travel Agency works only with suppliers who share our values of responsible tourism. We:

Prioritize local partners, hotels, and restaurants that respect sustainability and fair employment.

- Maintain a sustainability evaluation system for key partners.
- Encourage suppliers to obtain Travelife or GSTC-recognized certifications.
- End cooperation with partners proven to violate human rights, child protection, or environmental regulations.

9.Transport.

We minimize the environmental impact of transport by:

- Selecting modern, well-maintained vehicles that meet emission standards.
- Prioritizing fuel-efficient and low-emission options.
- Encouraging shared and public transport whenever feasible.
- Working with transport providers who promote safe and sustainable travel practices.

10.Accommodation.

We select and promote accommodations that:

- Follow sustainability and quality standards (energy saving, waste reduction, water conservation).
- Are locally owned or community-based, providing employment and training for local people.
- Commit to child protection, CSR activities, and fair working conditions.

- Incorporate local architecture, art, and heritage respectfully.
- Demonstrate progress through sustainability certifications or action plans.

11.Excursions & Activities.

We aim to ensure that all tours and excursions:

- Respect animal welfare, cultural authenticity, and environmental integrity.
- Avoid any activity that harms people, animals, or ecosystems.
- Are conducted by trained, certified local guides who educate guests on responsible behaviour.
- Support local community initiatives, social enterprises, and environmental conservation projects.
- Avoid promoting or selling products made from endangered flora, fauna, or cultural artefacts.

12. Locally Produced Souvenirs.

We actively support the promotion and responsible purchase of locally and sustainably produced souvenirs that reflect Sri Lanka’s cultural heritage and craftsmanship. This contributes to local economic development, cultural preservation, and sustainable tourism.

We achieve this by:

- Encouraging accommodation providers and partners to offer handmade, locally sourced, and community-based products such as batik, wood carvings, handwoven textiles, spices, Ceylon tea, traditional masks, and other artisanal crafts.
 - Promoting the sale of authentic, eco-friendly, and Fairtrade items through our internal Code of Conduct and supplier communication.
 - Prohibiting and discouraging the sale or promotion of souvenirs made from

endangered species or protected natural materials, in line with international standards such as CITES and the IUCN Red List.

- Training staff to educate guests on the value of purchasing local products and encouraging visits to small-scale craft shops, cooperatives, and social enterprises.
- Promoting responsible purchasing practices, including choosing items with minimal or recyclable packaging.
- Maintaining ongoing dialogue with suppliers and partners to encourage the availability of authentic local souvenirs that support community livelihoods, particularly for artisans.

13. Promotion of Local and Fair Food.

LSR Travel Agency is committed to supporting sustainable food systems that benefit local communities, reduce environmental impact, and enhance the overall travel experience. We actively encourage our accommodation partners to source and serve local, organic, and Fairtrade-certified food products wherever possible.

we prioritize accommodations that:

- Source fresh, locally grown and seasonal produce from nearby farms and markets.
- Support small-scale farmers, local producers, and community-based or minority-owned businesses.
- Incorporate Fairtrade-certified products where available, such as tea, coffee, chocolate, and fruits.
- Offer organic and sustainably produced food options, clearly identified on menus.

14. Biodiversity Protection.

LSR Travel Agency recognizes the critical importance of biodiversity in maintaining healthy ecosystems and sustaining high-quality tourism destinations. We are committed

to supporting biodiversity conservation and minimizing negative environmental impacts through responsible partner selection and collaboration.

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We expect all contracted accommodation and tourism partners to actively protect biodiversity by:

- Avoiding the use, sale, or display of endangered or protected species, in line with international standards such as CITES and the IUCN Red List.
- Refraining from any activities that involve the capture, harm, or disturbance of wildlife.
- Preventing negative impacts on ecosystems, particularly in or near protected areas and sensitive habitats.
- Using native plant species in landscaping to support local ecosystems and prevent invasive species spread.
- Eliminating wildlife exploitation activities such as elephant rides, animal performances, or wildlife photo props.
- Offering environmentally responsible tours that educate guests on local biodiversity and conservation.
- We encourage accommodation providers to educate guests on biodiversity protection through briefings, signage, and responsible activity options.
- We promote collaboration with local communities on conservation initiatives such as reforestation, coastal and marine clean-ups, native species protection, and sustainable agriculture practices.

15. Local Guides & Representatives.

We prioritize the engagement and empowerment of local communities by:

- Employing local guides, representatives, and drivers wherever possible.
- Providing continuous training in sustainability, safety, and cultural sensitivity.

- Ensuring fair working conditions and payment above minimum wage standards.
- Training staff to prevent sexual exploitation and child abuse, and to report any suspected cases.

16.Destinations.

We select and promote destinations that:

- Demonstrate balanced tourism development and respect for local communities.
- Do not suffer from over tourism or harmful social/environmental impacts.
- Are accessible through sustainable means of transport.
- Support local conservation, cultural heritage, and biodiversity initiatives.
- Encourage collaboration with local authorities and community groups for destination management.

17.Customer Communication & Protection.

We ensure our customers are well-informed, protected, and empowered to travel responsibly:

- Providing accurate, transparent information about our products and sustainability actions.
- Informing travellers about local cultures, environmental practices, and health & safety.
- Encouraging eco-friendly travel behaviour, such as responsible waste disposal and local purchasing.
- Including codes of conduct for sensitive destinations and wildlife interactions.
- Providing 24-hour emergency contact during trips.
- Measuring client satisfaction and sustainability perception regularly to improve our services.

Our Ongoing Commitment.

Sustainability is a journey of continuous improvement.

At **LSR Travel Agency**, we strive to learn, adapt, and collaborate with our staff, clients, and partners to make tourism in Sri Lanka a force for positive change—for people, nature, and culture.