



TRAVELIFE PARTNER · CHAPTER 3

Environmental Policy

Pai Dai DMC

Paidai Online Co., Ltd.
Operating in Bangkok, Thailand
Approved by the Executive Board
Version 1.2 · July 2026

1 Purpose and Scope

Pai Dai DMC is a destination management company operating in Thailand (Bangkok), serving European wholesale partners with B2B group and MICE travel.

This policy sets out how Pai Dai manages and reduces the environmental impact of its own operations. It covers our Bangkok office and the business travel of our team. It applies to all Pai Dai DMC staff in Thailand.

This document serves as Pai Dai's written policy on energy reduction, water reduction, waste reduction, and plastic reduction. These topics are treated as full sections of this policy rather than as separate documents. The environmental standards we apply to suppliers, destinations, and the trips we sell are covered in the Sustainability Policy and the Animal Welfare Policy.

This policy is reviewed annually by the Executive Board and revised whenever our baseline measurements, applicable regulation, or industry standards materially change.

2 Why It Matters to Pai Dai

Running a lean, low-impact operation is responsible, practical, and commercially necessary. It reduces running costs, it meets the expectations of the European partners and travellers we serve, and it is a required component of the Travelife sustainability standard we are working towards. Putting our own house in order gives us the standing to ask the same of our suppliers.

Our Bangkok office is a small rented space in a multi-tenancy building. Building infrastructure (HVAC, plumbing, electrical mains) is landlord-controlled. Our commitments are calibrated to what a small tenant can genuinely control or influence, while using our landlord relationship to advocate for building-level improvements where possible.

3 Energy Reduction

Air conditioning is by far the largest electricity load in our Bangkok office, typically representing up to 80 percent of the energy bill. Reducing and disciplining AC use is therefore the single highest-impact action available to us. Alongside cooling, we address lighting, computer equipment, and standby power.

Cooling and heating

- Set AC thermostats to no lower than 22 degrees Celsius during working hours. Every one degree of unnecessary cooling wastes approximately 7 percent of AC energy. In unoccupied rooms, AC is switched off, not reduced.
- Use desk fans as an alternative to AC in lower-occupancy periods and in smaller workspaces where ventilation is adequate.
- Switch off AC at the end of the working day and on weekends. The last person to leave the office confirms AC is off before departing.
- When engaging with landlords on lease matters, request information about sub-metering and raise energy-efficiency improvements as a shared-benefit conversation.

Lighting

- Maximise natural daylight. Desks and working areas are positioned near windows where practical.
- Use LED lighting throughout. Where existing fittings are not LED, replace them within the scope of what the lease permits, or request replacement from the landlord.
- Switch off all lights when leaving a room, and confirm all lights are off as part of the end-of-day check.

Equipment and standby power

- Switch off computers, monitors, printers, and chargers at the end of each working day. Standby mode is not a substitute for switching off.
- Use plug boards with a master on-off switch wherever practical, so a single action cuts power to a bank of devices.
- Set all computers and monitors to energy-saving mode (screen off after 10 to 20 minutes of inactivity) as a default.
- Laptops are the primary computing platform. For any new equipment purchase, energy efficiency is an explicit selection criterion, using the Thai EGAT Label No. 5 or the EU Energy Star label as reference points.
- Coffee machines and other kitchen appliances are switched on only when in use and unplugged when the office is unoccupied.

Digital communications

- Keep emails concise and use shared links or folders in preference to large attachments.
- Maintain clean mailing lists and encourage staff to unsubscribe from unwanted newsletters regularly.

Renewable energy and carbon compensation

- Where the landlord or building management offers a renewable-energy tariff, Pai Dai will request it, and will investigate green tariff options from PEA and MEA at lease renewal or earlier if practicable.
- Once office energy baselines are established, Pai Dai will calculate its CO2 emissions using a recognised calculator such as CARMACAL and purchase verified carbon offsets through a quality-assured programme, preferring regional forestry or mangrove restoration projects.

4 Water Reduction

Direct water use in the Bangkok office is limited to kitchen and sanitary purposes. Because the office is in a rented building, plumbing infrastructure is landlord-controlled. Our primary levers are behavioural habits, prompt leak reporting, and landlord advocacy for flow-restricting fittings.

Daily practices

- Wash hands with cold water. The CO2 footprint of hot water is approximately 20 times that of cold water.
- Fill kettles and water boilers only to the amount needed, rather than to capacity.
- Report dripping taps immediately. A slow dripping tap can waste between 5,000 and 10,000 litres of water per year.
- Run dishwashers or shared-use equipment only when full.

Fittings and infrastructure

- Ask the Bangkok landlord to install flow restrictors or aerators on kitchen and bathroom taps.
- Where dual-flush toilets exist, ensure all staff use the reduced-flush option for liquid waste; where not installed, request it from the landlord as part of any planned refurbishment.
- Ask the landlord for sub-meter water data or usage estimates based on floor area occupied, so that Pai Dai can establish a meaningful baseline.

Measurement and awareness

- Once water consumption data is available from the landlord or estimated by floor area, Pai Dai will record monthly water use for the Bangkok office, review annually, and set a first-year reduction target.
- Water-saving habits are communicated to all staff through the induction pack and a short printed reference card in the office kitchen.

5 Waste Reduction

We apply the waste priority order: refuse first, then reduce, then reuse, then recycle, then dispose. Paper and cardboard make up the largest share of office waste in companies like ours; plastic and e-waste require particular care given local collection infrastructure.

Refuse and reduce

- Default to digital documents for all internal and client-facing communications. Print only when there is a genuine need that cannot be met digitally.
- All print equipment is set to double-sided as the default. Single-sided printing requires a deliberate choice.
- Buy consumables (paper, cleaning supplies, kitchen goods) in bulk where practicable, reducing packaging waste and unit cost.
- Avoid excessive packaging and ask suppliers to reduce packaging on deliveries where possible.
- Prefer high-quality, long-lasting, and repairable equipment over cheaper short-life alternatives.

Reuse

- Single-sided printed paper is kept for use as draft notepaper before it enters the recycling stream.
- Staff are provided with a reusable mug and water bottle for office use, eliminating the need for disposable cups.
- Old equipment is offered to staff at discounted rates or donated to local organisations before disposal.

Recycle and separate

- Pai Dai's policy is to maintain labelled bins for at least three streams (paper and cardboard; recyclable plastics; general waste) in the Bangkok office, with a fourth container for hazardous items (batteries, toner cartridges, small electronics); this labelled-bin system is being set up during 2026 Q3.
- Recyclable waste is collected by a licensed service where available; GEPP on-site pickup is preferred for the Bangkok office.
- Pai Dai's policy is to return toner and ink cartridges to a manufacturer take-back programme (HP, Canon, and Epson all operate one in Thailand) or a licensed refilling service; the specific arrangement is being confirmed during 2026 Q3.
- Used batteries are kept separate from general waste in a dedicated container; Pai Dai's policy is to deposit them at a licensed collection point once one is confirmed, which is in progress during 2026 Q3.

E-waste and measurement

- End-of-life electronic equipment is not placed in general waste; it is taken to a licensed e-waste disposal or manufacturer take-back facility.
- Wanwisa Puengsawang is responsible for waste tracking in the Bangkok office; monthly waste weight or volume is recorded by stream where practicable.
- First-year indicative targets: 100 percent double-sided printing; reduction in office plastic bag use by at least 75 percent; recycling of at least 75 percent of paper and cardboard waste by weight.

6 Plastic Reduction

Single-use plastics are the highest-visibility waste stream in the destinations where we operate. Reducing single-use plastic in our own operations, and influencing our suppliers to do the same, is both a Travelife criterion and a meaningful commitment to the places our clients visit. We apply the Remove, Reuse, Recycle priority.

Office operations

- Pai Dai's policy is to eliminate single-use plastic water bottles from the Bangkok office by installing a filtered water dispenser or confirming filtered building supply, and issuing staff a reusable bottle on joining; this is targeted for completion by 2026-09-30. Until then, 10 to 20 litre refillable containers are used in preference to individual single-use bottles where bottled water is required.
- No single-use plastic cups, plates, or cutlery are stocked in the Bangkok office kitchen; reusable alternatives are provided.
- Plastic bin liners are replaced with biodegradable alternatives where available locally at comparable cost.
- Office stationery and supplies are sourced in non-plastic packaging wherever a practical alternative exists.

Tours and events

- Individual single-use plastic water bottles are not provided on Pai Dai-operated tours; the standard is a refill system with a large refillable container and reusable cups or branded bottles for guests.
- Guides and drivers are briefed on the plastic-reduction approach and provided with reusable bottles.
- Plastic straws are not ordered or provided at meal stops; guides request alternatives where restaurants still use them.
- Welcome packs and tour materials use paper, fabric, or other non-plastic packaging.

Supplier engagement and targets

- Pai Dai includes plastic-reduction criteria in hotel and restaurant partner assessments and prefers partners with a visible, documented plastic reduction programme; these are incorporated into the Supplier Sustainability Addendum.
- First-year targets: all office operations free of single-use plastic water bottles and cups by end 2026; all Thailand group tours on a refill system by end of the 2026 to 2027 season.

7 Pollution Reduction

As a small, office-based tour operator in rented premises, Pai Dai handles only limited quantities of hazardous substances; the main ones are cleaning products and general office consumables. Our policy is to prevent pollution at source: choosing the least harmful products available, handling and storing what we do use safely, and disposing of chemicals and their containers through proper channels rather than to drain or general waste.

Cleaning products and chemicals

- Pai Dai's policy is to assess cleaning products at each restocking cycle, with a preference for biodegradable and non-toxic alternatives (preferred options in Bangkok: Pipper Standard or Jai Fah); this assessment and switch is scheduled for the next restocking cycle.
- Pai Dai's purchasing preference is for biodegradable products and, where available, those carrying an EU Ecolabel or equivalent recognised certification; this preference is being incorporated into the Sustainable Purchasing Policy.
- Pai Dai's policy is to use products according to the manufacturer's instructions and in the smallest effective quantity, and never to mix them.

Storage, handling, and disposal

- Chemicals are kept in their original labelled containers, stored away from food and out of general reach; Pai Dai's policy is to keep on file any Safety Data Sheet a supplier provides.
- No cleaning chemicals, paints, or other hazardous substances are poured into drains or placed in general bins.
- Pai Dai's policy is to dispose of empty chemical containers and any residues through appropriate collection routes rather than general waste; toner and ink cartridges and used batteries follow the take-back and separate-collection routes set out in the Waste Reduction section.
- The Bangkok office discharges no industrial wastewater; only domestic sanitary and kitchen wastewater enters the building's drainage, which is managed by the landlord under national regulations.

Pesticides

- Pai Dai has no garden or grounds and does not apply agricultural or garden pesticides.
- Where pest control is required in the office, Pai Dai's policy is to arrange it through the building management or a licensed provider and to prefer the least-toxic effective method (for example baited stations or traps rather than broadcast spraying); Pai Dai does not apply restricted or broad-spectrum chemicals in-house.

Paints and coatings

- As a tenant, Pai Dai does not carry out painting or redecoration of the premises; this is the landlord's responsibility.
- Where Pai Dai ever purchases paint or coatings (for example minor touch-ups or signage), its policy is to choose low-VOC or water-based products and to dispose of any residues and containers as hazardous waste, never to drain or general bins.

Refrigerants and ozone-depleting substances

- Air-conditioning is provided and maintained by the landlord, and Pai Dai carries out no refrigerant handling.
- When the landlord replaces air-conditioning units, Pai Dai will request lower-GWP refrigerants (such as R-32 or an HFO alternative) where a choice is available.

8 Paper and Procurement

- Default to digital documents and double-sided printing. Print only when necessary.
- Paper stock in the Bangkok office must carry a sustainability credential. The target is greater than 90 percent of paper by volume holding FSC, FSC Mix, Recycled, or an equivalent certification (Thai Green Label or EU Ecolabel equivalent), verified and switched at next purchase if current stock does not meet this threshold.
- Prefer recycled or responsibly sourced paper, and favour suppliers and products with lower environmental impact when cost and quality are comparable.
- Sustainable purchasing preferences (certified, minimal packaging, bulk where practical, no CITES or IUCN-listed materials) are embedded in the Sustainable Purchasing Policy.

9 Emissions and Business Travel

- Measure and progressively reduce business travel and commuting emissions. Favour remote meetings (video-first by default), shared transport, and lower-emission options where travel is genuinely required.
- Maintain a business-travel log (date, traveller, route, mode, estimated kilometres, estimated CO2) once travel volumes justify it, feeding data into the carbon compensation commitment in Section 3.
- The team's primarily remote and distributed working model is itself a material transport-reduction measure and is treated as such.

10 Baselines and Measurement

Pai Dai measures its core environmental indicators for the Bangkok office so that targets are based on real data rather than estimates. We track, at minimum:

- Electricity use (monthly kWh and invoice cost, per office)
- Water use (monthly, by landlord data, sub-meter, or floor-area estimate, per office)
- Paper consumption (reams purchased per quarter, per office)
- Waste generated and, where practicable, the share separated for recycling

Baseline figures are recorded for the Bangkok office, reviewed at least annually, and used to set the following year's reduction targets.

11 Working With Suppliers and Partners

Where it is within our influence, we encourage the accommodations, transport providers, and venues we work with to adopt sound environmental practices, including energy efficiency, water reduction, waste separation, and plastic elimination. We prefer partners that hold a recognised sustainability certification. The full supplier-facing environmental and sustainability requirements are set out in the Sustainability Policy and the Supplier Sustainability Addendum.

12 Governance and Implementation

- Sustainability Coordinator: Wanwisa Puengsawang (Sally), responsible for this policy, for collecting the office measurements, and for setting and tracking annual targets.
- Responsibilities: office environmental practices are the shared responsibility of all staff in the Bangkok office, supported by the Sustainability Coordinator.
- Targets and action plan: specific, measurable environmental targets are recorded in the sustainability action plan on the Travelife platform and reviewed with the wider plan.
- Training: staff are made aware of this policy through the induction pack and a printed one-page environmental practices reference card displayed in the office. An annual refresher is shared with all staff through our team communication channels.

13 Communication, Accessibility, and Revision

This policy is:

- Published in English and Thai on paidaidmc.com under the Sustainability page.
- Included in the staff induction pack and reaffirmed annually through our team communication channels.
- Provided to wholesale partners and key clients on request.

This policy is reviewed at least annually, in line with the Travelife reporting cycle. The current version supersedes any previous version. Material changes are communicated to staff within 30 days of approval.

APPROVAL

This Environmental Policy is adopted and endorsed by the Executive Board of Pai Dai DMC (Paidai Online Co., Ltd.).



Wanwisa Puengsawang (Sally)

Chief Executive Officer & Sustainability Coordinator

1 July 2026

Date