



TRAVELIFE PARTNER · SUPPLIER CONDITIONS

Supplier General Conditions

Sustainability

Pai Dai DMC

Paidai Online Co., Ltd. (Pai Dai DMC)

Bangkok, Thailand

Issued by the Executive Board

Version 1.0 · September 2026

These General Conditions apply to every supplier that provides accommodation, transport, excursion, guiding, restaurant or other services to Paidai Online Co., Ltd., trading as Pai Dai DMC ("Pai Dai"), for Pai Dai's travellers and groups (the "Supplier").

They are referred to in Pai Dai's rate requests, booking confirmations and supplier agreements and form part of the terms on which Pai Dai contracts. By accepting a booking from Pai Dai, the Supplier agrees to these General Conditions. Where a Supplier has signed Pai Dai's Supplier Sustainability Addendum, that addendum applies alongside these General Conditions. In these General Conditions, "this Agreement" means the supply arrangement between Pai Dai and the Supplier for the relevant bookings.

These General Conditions are issued in English and Thai. In the event of any inconsistency, the English text governs.

A. Labour Standards and Human Rights

The Supplier represents and warrants, throughout the term of this Agreement:

1. **Compliance with national labour law.** All employment relationships, working conditions, wages, hours, and benefits comply fully with the labour laws of the country in which the Supplier operates and with International Labour Organisation (ILO) core conventions.
2. **No child labour.** The Supplier does not employ any person under fifteen (15) years of age, or under the minimum working age set by the law of the country in which the Supplier operates, whichever is higher, in work normally undertaken by adults. Where minors above the legal working age are employed, working times, conditions, and tasks comply with national regulations and the UN Convention on the Rights of the Child (ILO Convention 138 standards).
3. **No forced or compulsory labour.** Every worker is free to enter and leave employment without penalty, and free of any debt-bondage, retention of identity documents, or other coercive conditions.
4. **Minimum wage.** Every worker receives at least the legal minimum wage applicable in their jurisdiction.
5. **Written employment contracts.** All workers have written contracts setting out remuneration, hours, leave, and grievance procedures.
6. **Freedom of association.** Workers' rights to associate, organise, and bargain collectively are respected.
7. **Non-discrimination.** No worker is discriminated against in recruitment, terms, training, or promotion on grounds of gender, race, age, disability, ethnicity, religion, belief, or sexual orientation.
8. **Health and safety.** A documented health and safety policy is in place; accidents are investigated; first aid is available at all relevant locations.

The Supplier shall, on reasonable request, provide Pai Dai with documentation evidencing compliance with this Section A.

B. Protection of Children

The Supplier undertakes to take adequate measures to prevent the sexual exploitation of children in any form within its premises, services, or supply chain, in alignment with the ECPAT (End Child Prostitution and Trafficking) Code of Conduct.

Without limiting the foregoing:

1. The Supplier shall train its staff to recognise and report indicators of child sexual exploitation.
2. The Supplier shall not knowingly provide any room, vehicle, service, or facility for the purpose of child sexual exploitation.
3. The Supplier shall report any suspected case to local authorities and to Pai Dai's Sustainability Coordinator without delay.
4. The Supplier shall display ECPAT-aligned policy notices in staff areas where local law and custom permit.

Termination right: Pai Dai may terminate this Agreement immediately and without compensation if the Supplier fails to take adequate measures to prevent the sexual exploitation of children, or if the Supplier or its staff are credibly suspected of facilitating such exploitation.

C. Anti-Corruption and Anti-Bribery

The Supplier:

1. Shall not, directly or indirectly, offer, give, request, or accept any bribe, kickback, or improper financial or other advantage in connection with this Agreement.
2. Maintains an anti-corruption policy applicable to its staff and sub-contractors.
3. Complies with all applicable anti-corruption laws in its country of operation and in those countries where Pai Dai's customers reside.

Breach of this Section C entitles Pai Dai to immediate termination without compensation.

D. Environmental Standards

The Supplier shall:

1. **Comply with local environmental law** — including waste disposal, wastewater treatment, air emissions, noise, and protected-area regulations.
2. **Manage waste responsibly** — apply reduce / reuse / recycle principles. Hazardous waste (chemicals, batteries, electronic waste) handled per applicable regulation.
3. **Avoid harm to local resources** — operations shall not jeopardise the provision or integrity of basic services to neighbouring communities (drinking water, food, energy, healthcare, soil quality).
4. **Energy efficiency in equipment procurement.** Where the Supplier procures office or operational equipment within the scope of services delivered to Pai Dai's clients (air-conditioning units, refrigeration, lighting, kitchen appliances, in-room electronics), the Supplier shall give preference to equipment carrying a recognised energy-efficiency label — **US ENERGY STAR, EU Energy Label, Thailand Label No. 5 (EGAT), or the Vietnam MOIT energy label** — or, where no such labelled equivalent is available locally, equipment that demonstrably exceeds national minimum efficiency standards. The Supplier shall, on Pai Dai's reasonable request, provide evidence of such procurement choices.
5. **Protect biodiversity** —
 - No serving, sale, display, or use of species listed under the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) or on the IUCN Red List as endangered, vulnerable, or threatened.
 - No purchase, use, or onward sale of products derived from such species.
 - No promotion or facilitation of activities that harm wildlife habitats or breeding cycles.

Termination right: Pai Dai may terminate this Agreement if the Supplier's operations are credibly shown to jeopardise local community resources or to materially damage local biodiversity, and the Supplier fails to remedy the breach within thirty (30) days of written notice.

E. Wildlife and Animal Welfare

(This section applies to excursion providers, accommodations, and any other Supplier whose services involve live animals.)

The Supplier:

1. **Does not offer or facilitate** activities involving captive wildlife unless the operation is properly regulated and compliant with national and international law, with animals housed by authorised and suitably equipped operators.
2. **Does not engage in or facilitate** animal fighting, animal racing for entertainment, or activities involving demonstrable cruelty (including but not limited to elephant rides for entertainment, captive tiger photo opportunities, performing-monkey shows, dancing bears).
3. **Where wildlife interactions are part of the offered service**, complies with documented codes of conduct; minimises disturbance; ensures cumulative impact does not adversely affect populations in the wild.
4. **Does not harvest, consume, display, sell, or trade** wildlife species except as part of regulated activity ensuring sustainable utilisation under local and international law.

F. Souvenirs and Cultural Heritage

The Supplier shall not promote, recommend, sell, or facilitate the sale of:

1. Souvenirs containing or derived from species listed under CITES or the IUCN Red List (including but not limited to ivory, rhino horn, tiger products, sea turtle products, coral, seahorses, pangolin scales, bear bile, certain snake skins, wild orchids).
2. Historic or archaeological artefacts removed in violation of national heritage law.
3. Items requiring export permits, where such permits have not been obtained.

The Supplier shall, where appropriate, inform clients of these restrictions.

G. Sustainability Communication and Cooperation

1. The Supplier acknowledges receipt of Pai Dai's Sustainability Policy and the *Pai Dai Responsible Traveller Guide*, and shall comply with their principles where relevant to the services provided.
2. The Supplier shall, on Pai Dai's reasonable request, provide information about its own sustainability performance — including (where available) certifications, indicators (energy / water / waste data, % of staff trained), and corrective actions following any audit.
3. Where Pai Dai invites the Supplier to participate in the Travelife training programme or the Travelife Sustainability System for accommodations and ground operators, the Supplier shall give the invitation good-faith consideration.
4. Pai Dai may, on not less than five (5) business days' written notice, conduct or commission an audit of the Supplier's compliance with these General Conditions, at Pai Dai's own cost unless the audit reveals a material breach. The Supplier shall reasonably cooperate. Any personal data made available for an audit is processed by Pai Dai solely for that purpose, in accordance with the Personal Data Protection Act B.E. 2562 (2019), and is not retained longer than the audit requires.

H. Cascade to Sub-suppliers

Where the Supplier sub-contracts any portion of the services delivered to Pai Dai's clients (including but not limited to: a partner agency engaging local hotels, excursion providers, guides, transport, restaurants), the Supplier shall:

1. Communicate the relevant sustainability standards to its sub-contractors;
2. Include equivalent sustainability clauses (covering child labour, ECPAT, anti-corruption, environmental compliance, biodiversity, animal welfare, forbidden souvenirs) in its sub-contractor agreements;
3. On reasonable request, provide Pai Dai with evidence of such cascade.

I. Termination

In addition to specific termination rights set out in Sections B, C, and D, Pai Dai may terminate this Agreement, with effect from the date of written notice and without further compensation, where the Supplier:

1. Materially breaches these General Conditions and fails to cure such breach within thirty (30) days of written notice;
2. Is shown, by reasonable evidence held by Pai Dai, to have engaged in conduct constituting a serious breach of Sections A, B, C, D, E, or F;
3. Refuses reasonable cooperation with an audit or information request under Section G.

Termination under this Section does not prejudice any other right or remedy of Pai Dai under the Supplier's agreement with Pai Dai or applicable law.

J. Governing Law and Dispute Resolution

These General Conditions are governed by the law of Thailand. Any dispute is resolved by good-faith negotiation between the parties' authorised representatives, escalating if necessary to mediation in Bangkok, Thailand, before any other step is taken.

Annex 1

- Pai Dai DMC Sustainability Policy (latest version available at paidaidmc.com/sustainability)
- Pai Dai Responsible Traveller Guide (latest version)
- ECPAT Code of Conduct: thecode.org
- CITES treaty: cites.org
- IUCN Red List: iucnredlist.org
- ILO Conventions: ilo.org/normlex
- Travelife criteria: travelife.info

ISSUE

These Supplier General Conditions are issued by the Executive Board of Pai Dai DMC (Paidai Online Co., Ltd.), effective September 2026, and published at paidaidmc.com/sustainability. Pai Dai may revise them from time to time; the current version on the website supersedes any previous version.

Responsible: Chief Executive Officer & Sustainability Coordinator