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DMC

TRAVELIFE PARTNER · CRITERION 1.9

Sustainability Policy

Pai Dai DMC

Paidai Online Co., Ltd.
Operating in Bangkok, Thailand
Approved by the Executive Board
Version 1.1 · September 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, alongside direct and corporate travel services. This policy governs the social, environmental, and economic performance of every part of our business: internal office operations, the suppliers we contract (accommodations, transport, excursions, guides), the destinations we sell, and the experience we deliver to travellers. It applies to all Pai Dai DMC staff in Thailand. Pai Dai's policy is to make adherence to it a binding condition of every supplier contract through our Supplier Sustainability Addendum, which is being rolled out to all new partners and our top existing partners (Phase 1 targeted by 31 December 2026, full rollout by 31 May 2027). This policy is reviewed annually by the Executive Board and revised whenever the underlying baseline assessment, regulation, or industry standards materially change.

2 Mission Statement

We believe travel is a source of joy. It sparks inspiration, broadens perspectives, and serves as a form of healing that relieves the fatigue and stress of work and everyday life, while strengthening both physical and mental wellbeing. Every journey we design is crafted with meticulous care and attention to every detail, so that each client receives the greatest value and the finest experience from their travels.

In delivering this, we aim to contribute to a sustainable society and to sustainable tourism: to reduce the negative environmental, socio-cultural, and economic impacts of our product by adapting our travel policies and standards, to support our suppliers towards higher sustainability standards, and to stimulate awareness among our customers, motivating them towards more sustainable travel behaviour.

3 Our Commitments

Pai Dai DMC commits to continuous improvement across five business areas, in line with the Travelife management framework, ISO 14001 environmental management principles, and the Global Sustainable Tourism Council (GSTC) criteria.

A. Internal Management. Comply fully with Thai labour law and ILO core conventions: freedom of association, prohibition of forced and child labour, non-discrimination, fair living wage, and written contracts for every employee. Provide healthcare contributions, fixed paid annual leave, a written health and safety policy, and grievance and disciplinary procedures known to all staff. Reduce paper, energy, water, and waste in our office through measurable annual targets, with default duplex printing, energy-efficient lighting, and end-of-day equipment shutdown. Measure and progressively reduce business travel and home-to-work emissions, favouring remote meetings and sustainable transport. Train all staff annually on this policy and their role in delivering it.

B. Product Development. Integrate sustainability into product design from the earliest stage, preferring destinations with strong labour standards and access by sustainable transport. Promote products that support local economies, preserve cultural heritage, and support biodiversity (community-based tourism, locally sourced food, locally produced souvenirs). Decline to sell any product or activity that harms humans, animals, plants, or natural resources, or that is socially or culturally unacceptable.

C. Supply Chain Management. Apply sustainability criteria when selecting accommodations, transport, excursion suppliers, guides, and partner agencies. Include in every supplier contract: prohibition of child labour, prevention of sexual exploitation of children (ECPAT-aligned), anti-corruption and anti-bribery, waste management, biodiversity protection, and a right of termination where a supplier fails to take adequate preventive measures. Prefer accommodations with internationally recognised certification (Travelife, GSTC-recognised) and grow the share of room-nights in certified properties year on year. Communicate this policy to every supplier and invite key incoming partners to complete Travelife training. We conduct no business with operators of unregulated captive-wildlife attractions, animal fighting or racing, or any supplier offering souvenirs derived from CITES-listed or IUCN Red List species.

D. Cooperation with Destinations. Comply with all local spatial-planning, protected-area, and heritage regulations. Support local economic networks: encourage hotels and restaurants to source locally, and promote locally produced souvenirs. Support biodiversity conservation through financial contribution where appropriate, integration of protected-area visits in our product offer, and customer-facing communication. Engage local authorities and other operators on destination-level sustainability issues where Pai Dai has standing to do so.

E. Customer Communication. Provide accurate, balanced destination and product information before booking, and never over-sell. Inform customers about local culture, dress codes, sustainability issues, our sexual-exploitation policy, illegal souvenirs (CITES), and emergency contacts. Distribute codes of conduct for sensitive activities (marine, wildlife watching, cultural sites, indigenous community visits, animal-related activities) via our Responsible Traveller Guide. Maintain a 24/7 in-destination emergency contact and a documented complaints procedure, measure client satisfaction, and act on feedback. Protect customer privacy and personal data per applicable law (Thai PDPA and EU GDPR where relevant).

4 Governance and Implementation

The Sustainability Coordinator is Wanwisa Puengsawang (Sally), Chief Executive Officer, authorised to act on behalf of Pai Dai DMC on all sustainability matters and the primary contact for certification bodies. A cross-functional Sustainability Team reviews action-plan progress quarterly. The action plan is maintained as a shared online action plan with specific, measurable, time-bound targets, each with a named responsible owner; it is reviewed quarterly and updated annually, and is being entered into the Travelife platform's action-planning tool as part of the current reporting cycle. Pai Dai reports progress on the Travelife platform at least every two years, with key results published on paidaidmc.com. The Sustainability Coordinator and key staff complete Travelife training (or equivalent) and refresh certification within three years.

5 Communication and Accessibility

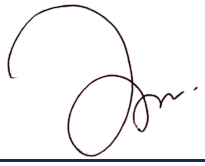
This policy is published in English and Thai on paidaidmc.com. Pai Dai's policy is to distribute it to every contracted supplier with a request to acknowledge receipt and adhere to its principles (phased rollout alongside the Supplier Sustainability Addendum, beginning by 31 December 2026); to include it in the staff onboarding pack and reaffirm it with all staff at least annually (routine in place by 30 November 2026); and to provide it to wholesale partners and key clients on request.

6 Revision

This policy is reviewed at minimum annually, in conjunction with the Travelife reporting cycle, and supersedes any previous version. Material changes are communicated to all staff and key suppliers within 30 days of approval.

APPROVAL

This Sustainability 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

15 September 2026
Date