
SUSTAINABILITY

2017-2020

G  **LDEN EXPRESS TOURS**

Since 1991

Sustainability 2020

Golden Express Tours has been very keen on improving their sustainability and are trying to reduce our footprint and work towards a greener, sustainable development.

All of the recent developments are centered around the activity towards sustainable practices. This commitment to sustainability extends to sustainability of management, partner agencies, transportation, accommodations, excursions & activities, local representatives, destinations and consumers.

Our company provides preference to more sustainable products and services. In selecting products and service providers we follow the following procedure:

- We give preference to products with a recognized environmental or sustainability certificate or proved sustainability qualities.
- We prefer products which have been locally produced. We buy from local suppliers when possible.
- We prefer to work with suppliers and service providers who have a sustainability reputation
- We recognize that our business has an important role to play in protecting and enhancing the environment for future generations, and to help secure the long-term sustainability of the tourism industry, on emphasis the one in Myanmar.



This certificate is awarded to

Golden Express Tours
Yangon, Myanmar

as evidence of the successful completion of the Travelife Partner sustainability management, reporting and compliance obligations for tour operators and travel agents. All requirements have been met to earn the title of

Travelife Partner

Issue date: 17 June, 2017
Valid until: 17 June, 2022
Certificate number: MM0106
Website: www.travelife.info

A.H.H. Kusters
Travelife for Tour Operators
Manager

A blue ink handwritten signature.

Travelife is a trademark of Travelife Ltd.

Sustainability Certificate

Golden Express & Travelife

Golden Express has improved Sustainable practices with the major focus on Sustainability and in 2020, we have achieved Travelife Partner renewal.

We are complying with more than 100 criterias related to sustainability management, office operations, working with suppliers, and customer communication. Golden Express team is extremely involved to improve sustainable practices and excited to take further steps toward towards further improvements aiming to eventually reach the Travelife Certified stage.

Golden Express Team

Core team of developing, implementing and monitoring Golden Express's environmental strategies



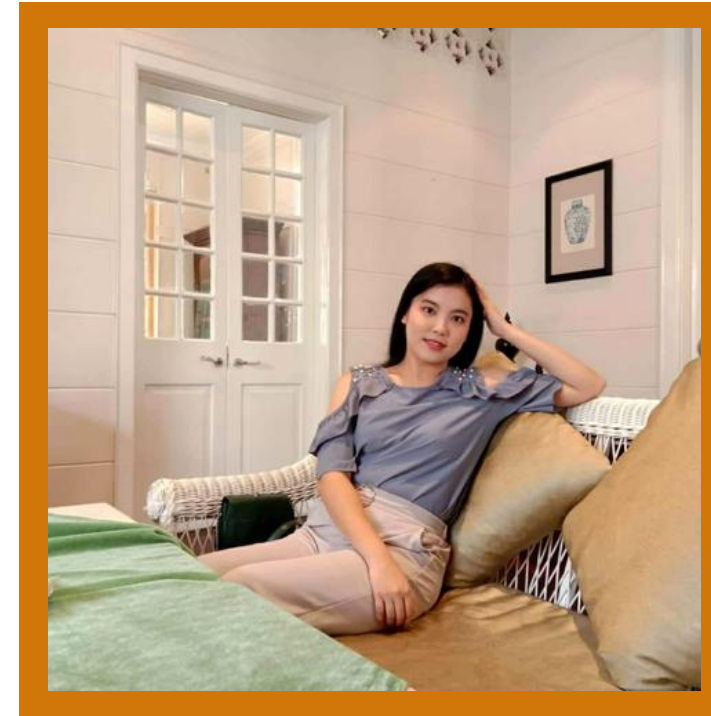
KAUNG SET

Executive Director



NADI

Sustainability Coordinator
&
Sales and Operation
Supervisor



SEINT

Green team member
&
Sales and Operation
Executive



HARRY

Green team member
&
Sales and Operation
Executive

Sustainability Coordinator & Sales and Operation Supervisor



Nadi joined Golden Express since 2017 and in 2020 March, Golden Express Tours appointed her as a sustainability coordinator. She is graduated from National Management Degree College with Bachelor of Tourism Management and studied Sustainability Management subject as a part of a graduated program.

Nadi disseminates sustainability information within the organisation to create a greener office and she makes ensure to develop the responsible products which promote destination sustainability.

Nadi is the primary contact for Travelife regarding training and collective actions and she also took over the role of sales and operation supervisor.

Our Green Team

Golden Express Core team members are formed as a green team and we identify the goals and objectives of the organization's sustainability program by meeting on a regular basis and discuss to support sustainable development within the company. We focus on waste reduction, plastic reduction, and recycle program initiatives to make the office greener, supply chain management with sustainability guidelines and trying to meet Travelife Certified criteria, many other main issues.



Go Green GE

Go Green GE campaign leads the office to be greener and the team performed together towards sustainability.



Staff Training



Sustainability Training



First Aid Training



Waste Management training by Recyglyo



Guide Training

- Travelife Training (Leading the way, Basic Training, Guides and Sustainability) (20 Guides)
- First Aid Training (7 staffs)
- Waste Management Training by Recyglo (9 guides)
- Child Protection (9 guides)
- Ending wildlife trafficking and illegal souvenir (9 guides)



Accommodation Training

- **Covid-19 resilient training & Staff engagement training (Participants- 11 Pax)**



Responsible Products



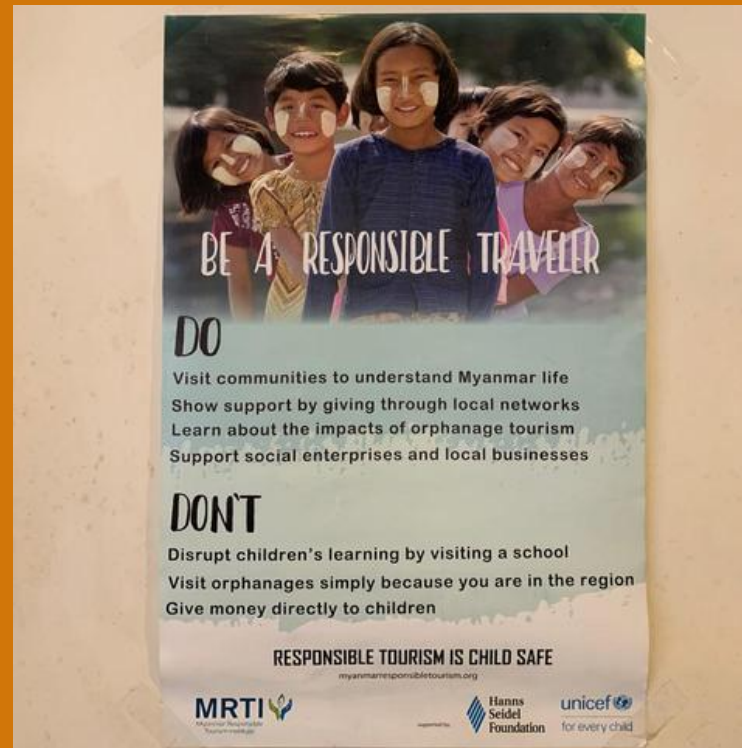
Go Green: Highlights of Myanmar
(<https://travefy.com/trip/6yw9rqtwgu5sqz2a7q8j4x64rc98gaq>)



Bagan: Village Sightseeing Full Day Tour
https://www.goldenexpresstours.com/?shorttrip_detail&tourid=161

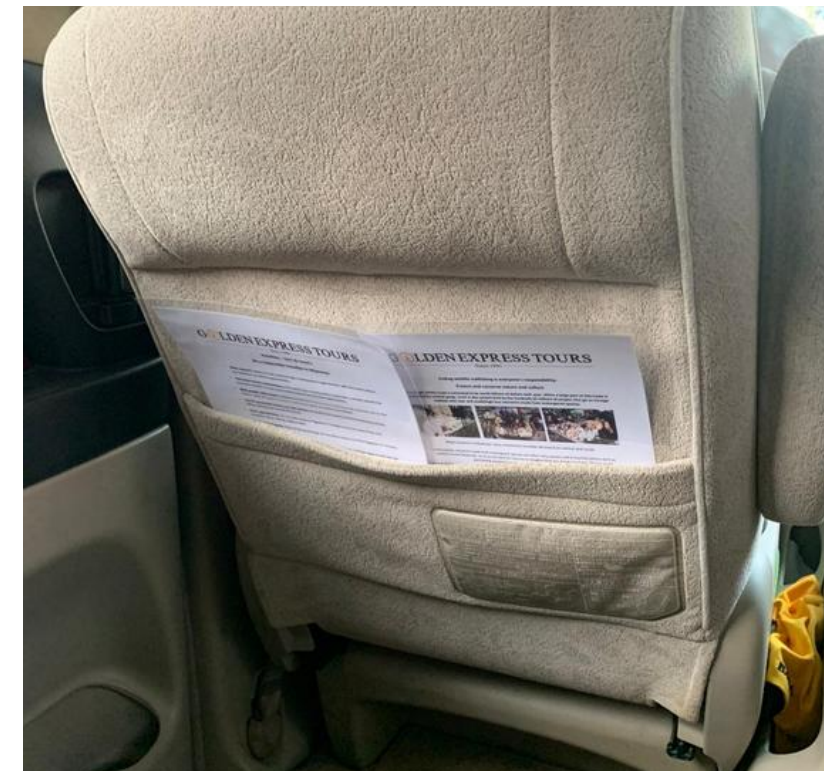
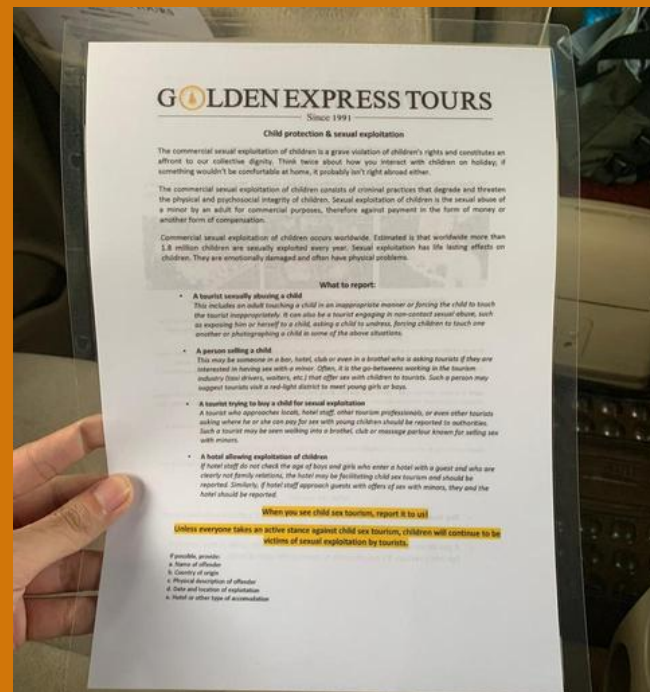
CHILD PROTECTION

Golden Express team fully understood the Child tourism impacts and have been well trained about Child Protection. And we share Golden Express [Child Protection Policy](#) as an awareness to our clients who visit Myanmar and put those information sheet in the sightseeing vehicle.



ENDING WILDLIFE TRAFFICKING

Golden Express does not allow the clients to buy illegal souvenirs and we support ending wildlife trafficking and illegal souvenirs. And we share how to end wildlife trafficking on our website as well as in information sheet for the clients. [Golden Express Wildlife Policy](#)



Local Economic Network



Golden Express cooperates with local suppliers in order to promote the local business in a sustainability and support local employment opportunities indirectly.

Myanhouse

Myanhouse Local Made is located at one of the outstanding colonial buildings of Yangon which is also known as Lokanat building. There are exact visions to promote the standard of historical and cultural value locally and internationally to encourage the wider production of quality traditional crafts and also sell high quality crafts from the places all over the country, natural dyed fabrics, traditional woven fabrics, lotus fabrics, shawls and scarves, amber, jade, gemstones, jewelry and other souvenirs of Myanmar.

Hla Day

Hla Day provides a sustainable marketplace along with design and business training to support the livelihoods of Myanmar artisans, many of whom are struggling to overcome disability, exclusion and poverty and aim to capture the unique flavors of Myanmar design by celebrating traditional skills and locally sourcing all materials, enabling both customers and artisans to enjoy and benefit from unique and quality Myanmar handicrafts.

Mr. Chef Cooking Class

Mr. Chef cooking class located in the middle of Dala, surrounded by the villagers' houses and offer hands-on experience to the clients to be able to understand the local culture and interact with local people and bring fun and memorable experience home from Myanmar

Sanon Restaurant

Sanon Restaurant is a social enterprise to produce up to 30 student graduates each year and then assist them to find employment within the Hospitality industry and monitor them in their workplace for a further two years.

Collaboration with Supply Chain

ACCOMMODATION

- Signed Accommodation codes of conduct
- Self evaluation form
- Onsite Assessment
- Promote Sustainable Accommodations by increasing sales amount

[Accommodation codes of conduct](#)

EXCURSION PROVIDERS

- Signed Excursion Policy
- Self evaluation form
- Promote Sustainable Excursion Providers by increasing sales amount

[Excursion Policy](#)



Collaboration with Supply Chain

GUIDE

- Employment Conditions with Sustainability Guidelines
- Sustainability and Child Protection, Wildlife Protection Training
- Health and Safety: First Aid Training

ANTICORRUPTION LAW

All Golden Express Staffs fully understand and practice anticorruption law.

TRANSPORTATION

- Driver Rules with eco friendly and safe driving guidelines
- Health and Safety: First Aid Training



Collaboration with Supply Chain

RESTAURANTS

- Golden Express suggests locally owned and managed restaurants promoting local cuisines and reflecting local cultures and traditions
- Golden Express suggests vocational training restaurants such as Sanon restaurant in Bagan to support local economy.
- Golden Express offers vegan, vegetarian and special diet menu and Golden Express is fully aware of not offering endangered meal which causes allergy to the clients.



CSR Activities

Every quarters of the year, the entire Golden Express Tours donates a particular amount of money or goods to monasteries or orphanage schools and join CSR campaigns such as water donation, plastic free campaign, etc.



2020-2021 Plan

2020 and 2021 are a very exciting year for Golden Express as we have an action plan of waste management and reduction of energy consumption as priorities. Moreover, plans to achieve Travelife Certified level is one of the top priorities. And we are arranging gifts with purposes such as Reusable water bottle, Reusable Tote Bag in order to reduce plastics while travelling.