

1. Offer exceptional service and unique value.

Our company is a true destination expert agency with insider knowledge. Our Knowledge of the country is so deep so we can offer the traveller exceptional travel experiences.

To exceed our customers' expectations and deliver great customer service:

- We believe in our product, be able to discuss features and use cases in an insightful way, and show our customers how the product can benefit them and local economies. We are true experts of Indonesia.
- Active listen: we pay attention to customer feedback includes looking back over the data, as well as listening in real-time. We take customer feedback seriously and have an "always learning, always improving mindset.
- We approach risk management professionally, including open and honest communication with travelers

2 . Fair Company

Our company offers fair work by:

- Operating legally and work against corruption
- Paying all taxes and legally required employee benefits.
- Paying employees and suppliers a fair, "living wage" that is in line with or higher than any legally required minimum.
- Providing a decent workplace, set reasonable working hours, and support the health and safety of your staff and suppliers as well as their right to collective bargaining.
- Not tolerating discrimination, exploitation, child labor, or forced labour in our business or supply chain.

3. Treat people ethically and promote equality.

We are fair and respectful by:

- Treating customers/suppliers fairly and in good faith.
- Supporting the Universal Declaration of Human Rights including the idea that all people (staff, travelers, suppliers, etc) have the right to be treated with: dignity, equality, freedom, and respect.
- **Sharing information with travelers so they know how to behave respectfully in our destination.**
- Respecting locals, places visited and creating a direct local benefit.
- Not organizing tours that exploit poverty, abuse, or inequality.
- Avoiding planning interactions where vulnerable people depend solely on tips, begging, or the sale of souvenirs for income
- Protecting Children - we do respect the International Labour Organization's rules on child labor.
- Supporting local economies
- Not selling or promoting visits to orphanages or schools.
- Sharing relevant child protection information with travelers. (ex: not giving money or presents to begging children).
- Making fair hiring and contracting decisions, and—when possible— you promote opportunities for women, minorities, marginalised groups, and locals.

4. Support local economies

Our company :

- Gives preference to suppliers that support and protect your destination
- Helps travelers understand how their choices have an impact, how they can best support the local economy, and what they should avoid doing.
- Gives preference to qualified locals when hiring

5. Protect culture and the environment.

- We guide our customers to suppliers that support and protect our destination
- We share information with travelers about how their choices make a positive impact.
- We suggest alternative activities, locations or seasons of travel when 'over-tourism' threatens cultural or environmental harm.
- We only sell experiences involving animals that are professionally managed to ensure traveler safety as well as the welfare of the animals and their habitats.