



# K.B.A TUR

"Your Reliable Partner in Indonesia"

PT. Karang Bali Asli Tur

Licensed : P3/5035/Kwl-Bali/Bd.1/VII/99



## CODE OF CONDUCT FOR PARTNERS AND SUPPLIERS

Dear Valued Clients and Business Partners

I hereby wish to share with you our commitment to Responsible Travel. Our sector of activity is probably one of the most rewarding; we are designing services that bring happiness, unique experiences and knowledge about other cultures to thousands of travelers. If fulfilling travel dreams are our core business, **our ethics ensure that this cannot be done in any way at the expense of the destinations' biodiversity, its people, and their cultural heritage.**

K.B.A Tur believes the privilege of living and operating within a wonderful natural and cultural heritage carries with it the responsibility of preserving it for generations to come and, ensuring our business is significantly beneficial for the destinations and the communities living there. It is the responsibility of everyone to be conscientious about where we tread and what impact this has on the world around us.

Acknowledging the power of tourism to change and improve lives, as well as the negative impacts it may generate, we place a strong emphasis on responsible tourism. Responsible Travel looks at minimizing negative impacts while increasing the positive ones, always bearing in mind how our activities affect the places we are visiting. Essentially, our idea of responsible tourism transcends conventional perceptions of travel, instead immersing clients in authentic experiences that mutually benefit locals and visitors.

Since its creation, KBA Tur has always been caring and willing to give back to the communities, increasing year after year our commitments.

This year in 2017 we decided to create our first Responsible Travel Policy.

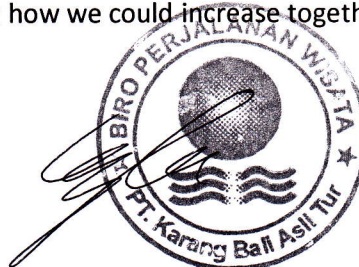
As a destination management company catering for travelers and tourism businesses, we can together influence the choice of consumers, practices of suppliers and the development of the destination.

This unique position enables us to contribute to sustainable development and the protection of the environmental and cultural resources of our destinations.

We are fully aware our responsible approach is an on-going process that requires continuous commitment from our team, as well as from our business partners.

As such we wish to actively encourage you, our clients and suppliers to help us achieving the best through everyone own contributions and, your feedback on how we could increase together our positive impacts.

Cayla Liliane  
Quality Control Manager



### Head Office :

Perum. Griya Sekar Prima Blok B No.8, Jl. Trengguli I Tembau, Denpasar 80238, Bali – Indonesia

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## COLLABORATIVE APPROACH:

### Collaborative Approach



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## The Law

KBA Tur expects its Partners/Suppliers to comply with all applicable international, national and local laws and regulations in relation with the tourism industry minimum standards and any other relevant statutory requirements.

## Transport

Means of transport should comply with the legal local standard. The Partner/Supplier should consider minimum quality and safety arguments when selecting coach transport. The Partner/Supplier is responsible for the training of drivers and a code of conduct with regards to driving. The Partners/Supplier will take care of environmentally friendly transport, if available. The Partner/Supplier will make efforts to use the latest models of transport, which exhale the least amount of CO<sub>2</sub> and will try to renew these models on a regular basis.

## Accommodation

The Partner/Supplier will stimulate the use of accommodations that do not damage the environment and will prefer the use of sustainable accommodation, in case of equal possibilities. In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighboring communities it can be reason to terminate the co-operation with the accommodation. Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognized) certification (taking into account price and comfort criteria). Basic/standard sustainability clause(s) are included in all Partner's/Supplier's contracts with accommodation providers. (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).

## Entertainment/excursions

Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. Excursions which include interactions with wildlife comply with relevant codes of conduct. Any disturbance of natural ecosystems is minimized.

Where available preference is given to excursions that operate on the basis of acknowledged and controlled sustainability standards. The company offers no products or services of excursion providers that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable, such as elephant rides.

## Sexual exploitation of children and adolescents

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The Partner/Supplier allows or tolerates no child prostitution at the premises and facilities of (sub) contracted accommodations. Any suspicious behavior from guests, employees, staff from suppliers of the Partner/Supplier or any other person on the Partner's/Supplier's premises or during excursions must be reported to the local authorities by the Partners/Supplier. KBA Tur will end the contractual agreement prematurely if the Partner/Supplier does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).

## Human rights & labour conditions

Local partners comply with all relevant national laws protecting the rights of employees.

### Basic Rights:

The Partner/Supplier shall not discriminate based on gender, age, religion, race, tribe, caste, social background, disability, and nationality, membership in workers' organizations, political affiliation, sexual orientation, or any other personal characteristics. All employees shall be free to enter their employment with the Supplier through their own choice and shall also be free to terminate their employment when they choose without penalty, as long as the process occurs in accordance with the (oral or written) employment contract;

All forms of forced labor are forbidden; The freedom of association and the right to collective bargaining shall be recognized by the Supplier; Workplace practice and conditions which violate basic rights are not allowed: Physical abuse or punishment or threat of physical abuse or punishment, any kind of sexual or other harassment and other forms of intimidation are prohibited; The Partner/Supplier provides a means through which staff can make representation to senior management about key employment issues. The Partner/Supplier provides for an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress.

## Safe workplace

The Partner/Supplier shall not employ children younger than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply; If the Supplier employs young people between the age of 14 and 18, the Supplier must treat them with particular consideration, for example by restricting their working hours.

The Supplier does not contract directly or indirectly accommodations which are involved in compulsory labor or which employ children to complete work which is normally undertaken by adults. There are special working times and conditions for children (< 14 years) working within the business, in accordance with the UN Convention on the Rights of the Child and/or the ILO convention 138. The condition is mentioned in Partner's/Supplier's contract with the accommodation.

## Wages and working hours

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Wages paid by the Partner/Supplier must meet or exceed legal minimums and/or industry standards. No illegal or unauthorized deductions from wages are allowed; Working hours of the employees are to be kept in line with the legal requirements and/or industry standards; The employees shall be granted their stipulated annual leave and sick leave without any form of repercussions; Female employees shall be granted their stipulated maternity leave and other rights in case of pregnancy.

## Environment

Partners/Suppliers shall minimize their negative impact on the environment; The Partner/Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment; The Partner/Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment; The Partner/Supplier shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or disposal; Waste of all types shall be reduced to the greatest extent possible by the Partner/Supplier.

## Nature conservation

Nature and wildlife are key parts of our tours, yet just the pressure of sheer numbers of visitors can do serious damage to wildlife and sensitive sites. We provide information to our clients so they can experience the natural environment while protecting it for others to enjoy in the future.

We have included clauses in the code of conduct for accommodations/suppliers on the importance of biodiversity and its protection: Suppliers shall minimize their negative impact on the environment; The Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment; The Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment; The Supplier shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or disposal; Waste of all types shall be reduced to the greatest extent possible by the Supplier. The company and its direct service providers do not promote souvenirs or food which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).

## Local sourcing and benefiting communities

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The Partner/Supplier shall actively choose locally produced goods in preference to imported ones wherever possible.

The Partner/Supplier shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centres wherever possible.

## Monitoring & enforcement

As a principle, KBA Tur trusts all its Suppliers to respect the terms and conditions of this Supplier Code of Conduct and to actively do their utmost to achieve our standards. The Partner/Supplier shall ensure that the principles set forth herein are communicated, implemented and adopted within their own business. The Partner/Supplier shall involve employees, management and other stakeholders such as the communities in an appropriate way; The Partner/Supplier is encouraged to take steps to promote adherence to this Supplier Code of Conduct throughout their own supply chain. However, the Partners'/Suppliers; sub-contractors are not bound by the terms of this Partner/Supplier Code of Conduct. When being prompted, the Partner/Supplier shall report in a self-assessment modus about its compliance and progress in all matters mentioned herein. The Partner/Supplier shall complete the self-assessment forms /survey/checklist fully, promptly and accurately; The Partner/Supplier agrees that its premises and facilities may be inspected and its compliance may be audited at any time by KBA and/or its representatives.

The Partner/Supplier shall support such audit as far as reasonably possible. If the Partner/Supplier is in breach of the terms and conditions of this Partner/Supplier Code of Conduct (e.g. evidence of child labour, or an employee of the Partner/Supplier acting as an intermediate for child prostitution, or disregard of ecological

(legislation) KBA Tur shall be entitled to terminate any contract and cooperation with the Partner/Supplier with immediate effect and reserves to take any further legal action at its discretion.

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