



Sustainability and Responsible Tourism

OUR COMMITMENT

A way of working that respects the people, communities, culture and environment of the Philippines.



SUSTAINABILITY AND RESPONSIBLE TOURISM

Our commitment

For us, sustainability is not a certification or a label. It is a way of working.

Inday Adventure Travel was founded and operates in the Philippines. Our close ties to the destination remind us that tourism only makes sense when it respects the people who make it possible, protects each place's identity and helps conserve the natural resources it depends on.

This document sets out the principles that guide our work and the criteria we apply when designing trips, selecting suppliers, operating City Tours and excursions, supporting our travellers and engaging with the communities that welcome us.

Our commitment is to act with sound judgement, review our work and improve whenever we identify a better way forward.

Evelyn S. Cariaga

Owner & Managing Director

Inday Adventure Travel & Tours Services



OUR POLICY

A responsibility shared across the business

We have organised our commitment into seven areas. Each addresses a specific question: how we govern our business, care for people, select and monitor those we work with, operate our trips, engage with communities and heritage, reduce our environmental impact, and listen and improve.

I Governance, ethics and transparency

Commitment, legality, anti-corruption, privacy and honest communication.

II People, rights and protection

Decent work, equality, human rights, children, training and safety.

III Suppliers and the value chain

Responsible selection of accommodation, transport, excursions and partners.

IV Trip and experience operations

City Tours, DOT-accredited guides, quality, groups, accessibility and risk management.

V Communities, culture and the local economy

Heritage, Indigenous peoples, the local economy, overcrowding and responsible purchasing.

VI Nature and environmental management

Biodiversity, seas, wildlife, waste, water, energy and impact reduction.

VII Travellers, monitoring and continuous improvement

Responsible information, feedback, incidents, evaluation and improvement objectives.

I · GOVERNANCE, ETHICS AND TRANSPARENCY

Doing the right thing, even when no one is watching

Our commitment

We integrate sustainability into decisions about the design, contracting and operation of our trips. We assess each experience from an economic, social, cultural and environmental perspective, seeking to add value to the destination without compromising its identity or resources. We favour concrete commitments over broad declarations and do not present as achievements anything we cannot implement, demonstrate or review.

Governance, ethics and compliance

We conduct our business in accordance with applicable Philippine law and principles of business integrity. We reject fraud, corruption, bribery, extortion and any benefit that could improperly influence a professional decision. We expect the same commitment from our partners and suppliers.

Privacy and client protection

We treat the personal data of travellers, employees and partners confidentially and use it only for legitimate purposes relating to service delivery, safety, booking management and legal obligations. Access is restricted to those who genuinely need the information.

Responsible marketing and honest communication

Our descriptions, photographs and marketing messages must honestly represent the experiences we offer. We avoid exaggerated environmental promises, claims we cannot substantiate and stereotypical or intrusive portrayals of people and cultures. We communicate only what we can implement, verify and continue to improve.

II • PEOPLE, RIGHTS AND PROTECTION

People make every journey possible



Our team and working conditions

We promote a professional environment founded on respect, safety, communication and fair working conditions. We uphold equal opportunities and recognition of each person's work, without discrimination based on gender, age, origin, religion, disability, sexual orientation or other personal circumstances.

Child protection, human rights and equality

We have zero tolerance for forced labour, labour exploitation, human trafficking, sex tourism, abuse and any form of child exploitation. We do not regard children as tourist attractions or promote visits that turn their vulnerability into a consumer experience.

Health, safety, prevention and emergencies

Safety takes priority over rigid adherence to an itinerary. We assess suppliers and activities against risks, local conditions and operational capacity. Inday works with qualified guides accredited by the Department of Tourism (DOT), and with businesses and suppliers duly accredited or authorised under applicable regulations. For marine activities, adventure experiences and trekking, decisions reflect the weather, terrain, official guidance and the traveller's actual circumstances. Where mobility, health or age-related needs arise, we assess realistic adaptations without promising accessibility where it does not exist. In an emergency, the priority is to protect people, follow official guidance and coordinate the response with the appropriate professionals and services.

Training and awareness

Ongoing training is part of our responsibility. We develop knowledge of safety, traveller care, local culture, child protection, biodiversity, animal welfare and good environmental practices. Guides also have an educational role: they help travellers understand the destination's context and behave respectfully.

III · SUPPLIERS AND THE VALUE CHAIN

Responsibility in our partnerships

Responsible suppliers and supply chains

We select hotels, transport providers, excursion operators, restaurants, guides and other partners with regard to legality, safety, quality, ethical conduct, working conditions, community relations and environmental practices. We prioritise local businesses that meet the required standards and seek stable, transparent relationships.

Accommodation

We value accommodation providers that manage water, energy and waste responsibly, reduce unnecessary plastics, respect their surroundings and create local jobs under appropriate working conditions. When comparable options are available, we view verifiable policies or certifications positively, while recognising the value of small, family-run and local establishments that contribute directly to the destination's economy.

Supplier monitoring and corrective action

Our responsibility does not end when we contract a service. We review operations through travellers, guides, representatives and suppliers. When we identify a practice that could improve, we raise it and seek a solution. If serious misconduct persists or conflicts with our fundamental principles, we reconsider the partnership.

IV · TRIP AND EXPERIENCE OPERATIONS

Operating with sound judgement

Transport and mobility

We use vehicles suited to the size of the group and design itineraries that avoid unnecessary travel. In an archipelago such as the Philippines, domestic flights and sea transport are often unavoidable. We seek to combine them efficiently, safely and coherently within the trip, reducing unnecessary journeys and consumption where viable alternatives exist.

Excursions and activities

We do not offer activities involving human exploitation, deliberate damage to ecosystems, breaches of local rules or practices incompatible with animal welfare. We prioritise experiences that build understanding, generate local benefits and respect the capacity and sensitivity of the places visited.



Responsible City Tours and excursions

Our City Tours and excursions in Manila, Luzon and other Philippine destinations follow the same principles of safety, legality, cultural respect and environmental responsibility. We work with qualified guides accredited by the Department of Tourism (DOT). Markets, neighbourhoods, religious sites and communities are living places, to be visited with context and respect. We do not sell experiences we cannot justify on grounds of safety, ethics, cultural respect or environmental protection.

Trip design and group size

We design tailor-made trips at a reasonable pace and favour private experiences or small groups where operations allow. An appropriate group size improves interpretation, reduces pressure on sensitive places and supports more respectful engagement with communities and natural areas.

QUALITY AND OPERATIONS

Experiences we can stand behind

Feedback, incidents and complaints

We maintain channels for travellers and partners to report incidents, observations and complaints. We assess these from an operational perspective and also in terms of safety, ethics, social impact and environmental conduct. Feedback is a tool for management and improvement, rather than simply a customer service issue.

Monitoring and quality control

We review service quality through communication with travellers, guides, drivers, representatives and suppliers. We select professionals with genuine knowledge of the destination and expect respectful conduct, interpretation skills, traveller care and compliance with safety standards. Guides and representatives also help explain appropriate behaviour and prevent unsuitable practices.

Accessibility and individual needs

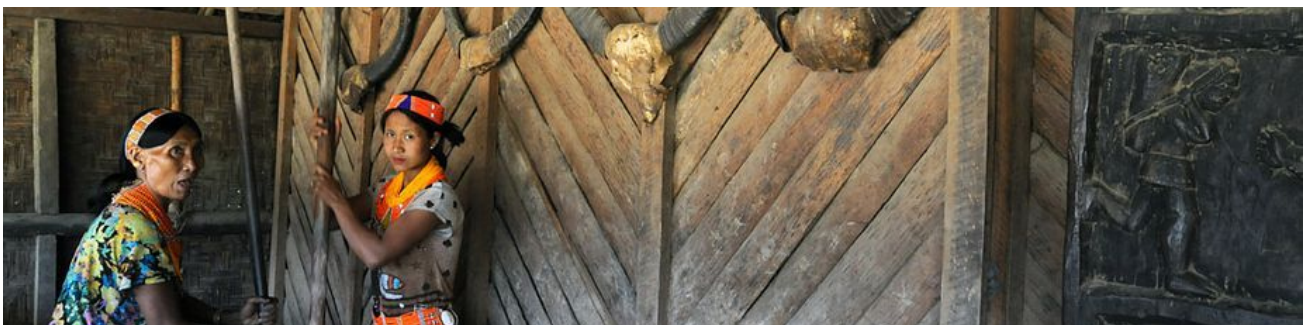
Accessibility is part of responsible trip design. When a traveller has limitations relating to mobility, health, age or other relevant circumstances, we verify with local suppliers which services can be adapted safely and realistically. We prefer clear information and alternatives to promises of conditions the destination cannot guarantee.

Consistent operations

Quality goes beyond comfort. It also includes safety, respect, compliance, consideration for communities and the ability to correct anything that falls short of our standards. An experience we cannot justify against these criteria should not form part of our offering.

V • COMMUNITIES, CULTURE AND THE LOCAL ECONOMY

The destination is not a backdrop



Local communities and the local economy

Where possible, we favour local guides, drivers, small businesses, restaurants, artisans and suppliers that bring quality and knowledge to the trip. We seek to keep a significant share of the value generated in the Philippines and strengthen the local economy. Local benefit is part of quality, rather than a substitute for it.

Indigenous communities, culture and heritage

Indigenous communities are not tourist attractions. We respect their consent, rules, private and sacred spaces, ways of life and cultural property. At historical, religious and cultural sites, we promote appropriate behaviour, accurate interpretation and sensitivity when taking photographs, seeking permission where required.

Off-the-beaten-path tourism and overcrowding

Where it makes sense, we include less crowded routes and experiences that distribute tourism's benefits more widely. This does not mean taking visitors anywhere, but only to places where the community and environment can accommodate them appropriately.

VI · NATURE AND ENVIRONMENTAL MANAGEMENT

Protecting what makes travel possible

Nature, marine ecosystems and biodiversity

The Philippines has extraordinary biodiversity on land and at sea. We promote practices that reduce damage to reefs, beaches, mangroves, forests, mountains and protected areas. We respect access rules, official guidance and restrictions protecting sensitive ecosystems. In snorkelling, diving and other marine activities, we encourage minimal-impact behaviour: do not touch or remove coral, pursue wildlife or feed animals; avoid stepping on sensitive seabeds, and respect distances and local rules.



Wildlife and animal welfare

We do not promote activities involving mistreatment, unsuitable captivity, handling, artificial feeding, pursuit or deliberate stress to animals for entertainment. When an experience involves wildlife observation, we prioritise distance, calm, compliance with rules and animal welfare. If a local practice conflicts with these principles, we prefer not to include it in our programmes.

REDUCING OUR IMPACT

Every trip has an impact

Waste, plastics and pollution

We reduce single-use plastics where reasonable alternatives exist and encourage reusable bottles and proper waste management during trips. We apply the principle of leaving no trace on beaches, trails, islands and in natural areas. We also consider noise, discharges and other practices that harm the environment.

Water, energy, paper and resources

In our operations, we seek to reduce unnecessary use of water, electricity, paper and other resources. We favour digital documentation where practical and aim to avoid waste through our purchasing and operational decisions. We do not report reduction figures we cannot measure.

Responsible purchasing and consumption

We favour responsibly sourced local products and services and, wherever possible, purchases that directly benefit small businesses, artisans and local producers. We avoid supporting supply chains that conflict with our labour, social or environmental principles.

Souvenirs and natural and cultural heritage

We advise against buying coral, shells or protected species, wildlife products, plants or minerals whose extraction is illegal or harmful, and cultural objects or antiques whose provenance or export is not legitimate. A souvenir should never entail the loss of natural or cultural heritage.

VII · TRAVELLERS, MONITORING AND CONTINUOUS IMPROVEMENT

Responsibility is shared

Traveller information and responsibility

We share guidance on cultural respect, dress and behaviour at religious sites, photography, water and energy use, waste, wildlife, purchasing and behaviour in communities and natural areas. Our aim is to provide context that helps each traveller make informed, respectful decisions, rather than impose a list of prohibitions.

Measurement, objectives and continuous improvement

Sustainability is an evolving process. We review experiences, incidents and feedback to identify improvements, update criteria and strengthen supplier relationships. We work gradually towards more precise monitoring systems and realistic objectives, without claiming to have measured anything we cannot yet reliably document.

Shared responsibility and the future

Travel has impacts. Our responsibility is to understand them, reduce the negative effects and increase the benefits tourism can bring to the people and places that welcome us. We will continue listening to travellers, our team, communities and partners: for Inday, sustainability is not a fixed endpoint or a label, but a way of working and continually improving.

TRAVEL WITH PURPOSE

A way to understand the Philippines

Our commitment to responsible tourism comes from working here, knowing the destination firsthand and understanding that every decision has consequences. We want travel to be valuable for visitors and respectful towards those who live here.

We will continue reviewing our practices, listening to travellers, our team, communities and partners, and improving what is within our control. Creating experiences also means taking responsibility for how they are delivered.

INDAY ADVENTURE TRAVEL

We Create Experiences, Not Trips.



Sustainability and Responsible Tourism

Our Commitment

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Manila · Philippines

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