ROYAL SILK HOLIDAYS CO., LTD. • THAILAND

PUBLIC SUSTAINABILITY PROGRESS REPORT

Progress, measurement and future commitments

Historical review 2024–2025 | Interim implementation update to 26 October 2026

Our purpose

To create safe, authentic and meaningful journeys that respect people and cultures, protect Thailand's natural heritage, benefit local communities and progressively reduce tourism-related environmental impacts.

Progress at a glance

3

TGO-certified / offset excursions reported as of Oct 2026

30

Guides and staff joined the Sep 2024 professional training

48 Guides and staff joined Sep 2025

Carbon Neutral Tourism and First Aid Training

6

Junior staff completed professional upskilling

Report boundaries and transparency

This report compares the original 2024 sustainability commitments with documented activities in 2024–2025. It then presents a separate 2026 update and intended improvements for 2026–2028. Some figures are company-reported and require underlying certificates, attendance registers or operating records to be checked before final publication.

Status language: "Achieved" means the company reports the activity was completed and identifies supporting records; "Partially achieved" indicates a target was not fully met; "In progress" means work has started; and "Planned" describes future activities. A draft policy or an itinerary under development is never counted as a completed sustainability outcome.

1 Management review and historical progress

Our starting point: 2024–2025

Sustainability monitoring during 2025 and early 2026 was led primarily by the Sustainability Coordinator, Product Department and Tour Operations Department, implementing the company's 2024 action plan. This small team made tangible progress in tour development and staff learning, but monitoring and evidence collection were not systematic across all departments.

After the COVID-19 disruption, operational workloads, limited administrative resources and a lengthy office renovation constrained staff capacity. During July–December 2025, 12 employees temporarily worked at the Sethiwan Building. Because waste and water arrangements were managed centrally by the shared premises, the company could not separately quantify its waste generation there. Financial and business disruption in 2026 further constrained recruitment and resourcing.

What we completed, and where we fell short

2024 action / indicator	Reported progress	Evaluation
10 low-carbon excursions and 5 round trips targeted	Three lower-impact excursions developed during 2024–2025; the same three are reported to have TGO certification and carbon offsetting by Oct 2026.	Partially achieved: 3/10 excursions (30%). No verified completion figure for the five round trips was supplied.
Build staff and guide capability	2024 professional guide training: 30 participants. A further guide/staff course and net-zero and safety training took place in 2025 with 48 staff and guides.	Achieved training events; formal learning evaluations need improvement.
Digital and more efficient office operations	Electronic contracts, reservations, vouchers, internal communications and electronic shared files established.	Operational practice achieved; numerical paper savings cannot yet be calculated.
Broader monitoring and staff ownership	Regular informal follow-up was undertaken by the Product team and Sustainability Coordinator.	Partially achieved: departmental reporting, periodic reviews and quantitative baselines were incomplete.

Management response in 2026: Royal Silk Holidays has shifted towards a department-led action plan, with realistic targets, named responsibilities, allocated resources, measurable outcomes and retained evidence. Management intends to review performance routinely and publish annual progress by sustainability theme.

2 Significant developments during 2026

Date / period	Development	Reporting status
9 Jan 2026	"Sustainability and Service Excellence: Our Company Vision for 2026" introduced as a company direction.	Communicated
Oct 2026	Revised sustainability operating policies and procedures drafted, with departmental responsibilities and evidence requirements.	Implementation and final approvals ongoing
14 Oct 2026	Junior staff from departments began taking responsibility for internal energy and waste monitoring; intended programme through 31 Dec 2028.	Monitoring system initiated
21 Oct 2026	Sustainability mission, commitments, policies and information about past activities published on the company website.	Published

3 Low-carbon and meaningful travel development

Our Carbon-Neutral Tourism (CNT) initiative

Royal Silk Holidays designs itineraries to avoid and reduce emissions where practical before considering carbon measurement and offsetting. Responsible travel experiences also create opportunities to support local suppliers, protect natural areas and introduce travellers to traditional livelihoods and lesser-visited destinations.

Measured product-development outcome

Indicator	Result as reported to 26 Oct 2026	Status / limitation
Original 2024 excursion target	10 low-carbon excursions	Target
Excursions developed in 2024–2025	3 excursions using alternative and public transport; tested and included in product tariffs for overseas partners	Achieved development
TGO certification and offsetting	3 excursions reported to have TGO carbon-footprint measurement, certification and offsetting	Achieved as company-reported; certificate and offset records to be cross-checked

Indicator	Result as reported to 26 Oct 2026	Status / limitation
Excursion target completion	3 of 10 excursions = 30%	Partially achieved
Original overland round-trip target	5 round trips in 2024 action plan	Verified completion count not provided
Additional CNT pipeline, 2026–2028	3 excursions and 3 overland tours under development, with proposed carbon measurement and offset options	Planned / in development

How we design more responsible journeys

- Lower-impact transport: use trains, public transport and other suitable alternatives; reduce unnecessary journeys where operationally feasible.
- Meaningful stays: favour longer stays (a minimum of three nights in selected less-visited destinations) and local, smaller accommodation where suitable.
- Positive local benefit: include traditional crafts, locally sourced food, community enterprises and authentic cultural exchange.
- Nature and wildlife care: select activities that respect wildlife, protected-area rules, local environments and animal welfare.
- Practical learning: conduct test trips and on-site guide briefings so customers understand why responsible practices matter.

Implementation and cooperation

Product and Operations staff joined low-carbon tourism training delivered online by TEATA 5 June 2025 and 25 Jan 24. Product staff attended CNT/PCR training online organized by TEATA and worked with the Thailand Greenhouse Gas Management Organization (TGO) on carbon-footprint and offset concepts. On-site guide training and test trips involved staff and AEN members in January 24; the resulting excursions entered overseas-partner product tariffs. Royal Silk Holidays has also encouraged local suppliers at Thailand Travel Mart to develop relevant CNT experiences.

Looking ahead, the Product Department will maintain a dated product register, itinerary versions, emission measurement reports, certificates, offset documentation, supplier records and evidence of test and operational trips. Completion will be counted by product, not by the number of proposed concepts.







4 Guides, training and communication with travellers

Guides are essential sustainability ambassadors. Royal Silk Holidays wants guides to explain not only where clients travel, but also how different travel choices affect destinations, wildlife, community livelihoods and cultural heritage. Guides can reinforce low-waste habits, respectful behaviour, safer travel and meaningful local encounters throughout each journey.

Documented staff and guide development

Programme	Period and reach	Outcome / improvement need
Professional tour-guide service training	12 Sep 2024; 30 guides and staff participated; led by Dr. Narathip Amthiengtrong.	Improved knowledge of tourism trends, customer expectations and service standards. Feedback was positive in interviews, but no formal evaluation survey was used.
Net-zero tourism and customer health & safety	4 Sep 2025; second guide/staff training. Company-reported attendance: 100% of staff and 80% of guides.	Training covered carbon emissions, low-carbon programme design, responsible tourist behaviour, safety, risk prevention and emergency response. Attendance denominators need supporting registers.
CNT excursion on-site guide orientation	2024–2025; guides briefed on the three lower-impact excursions, with accompanying test trips.	Strengthened ability to explain tour design and sustainable practices to customers.
Junior employee upskilling and promotions	Six junior staff from Sales, Reservations and Product completed job-specific training. Two staff have been promoted to sales department.	Supported service quality, capability development, productivity and career opportunities.

What our guides communicate to customers

- Why rail, walking, public transport and locally based activities are offered and what they can contribute to lower-impact travel.
- How visitors can protect fragile ecosystems, minimise waste, respect wildlife and follow park or destination regulations.
- Appropriate cultural behaviour, local customs, human rights and respect for host communities.
- Tourist health and safety, safe participation in excursions, and reporting of concerns.
- Benefits of supporting local guides, small suppliers, traditional artisans and community initiatives.

Monitoring and next steps

For the next training cycle, Operations and Sustainability will maintain a guide roster, signed training attendance, materials, participant feedback and short post-training evaluation forms. A provisional 2027 objective is to brief all regularly used guides on responsible tourism, safety and customer communication. Annual performance reporting will give both attendee counts, and coverage percentages based on a verified guide roster.

5 Internal environmental management

Office management and monitoring

The company encourages responsible electricity, water, waste and material use, supported by energy-saving equipment and switch-off practices. Centralised waste and water services at the temporary 2025 office limited direct measurement. This experience informed a renewed office monitoring approach in 2026.

Beginning 14 October 2026, junior staff from several departments were brought into internal monitoring for energy and waste management, with responsibilities planned through the end of 2028. Administration and Accounting will retain utility records, paper purchases, checks and corrective actions. Performance reductions will be published only once comparable records are available.

Digital operations and paper reduction

Practice implemented	Why it matters / monitoring approach
Supplier and operational documents held digitally	Hotel, transport and excursion supplier contracts, travel plans and reservations can be filed and shared through the internal system, including Microsoft SharePoint.
Digital communication and service vouchers	Email, LINE, WhatsApp, reservation email management and electronic vouchers replace many printed messages and service documents.
Multi-screen workstations	Staff can compare rates, booking files, itineraries and customer correspondence without routinely printing reference copies.
Recycled paper and selective printing	Recycled paper is purchased for internal use; double-sided printing and safe paper reuse are encouraged when printouts are necessary.
Future measurement	Accounting will compare available 2025–2026 purchasing records with subsequent years; records will distinguish actual purchases from unsupported estimates of savings.

Printing remains necessary in some circumstances, including legally required tourism documents, customer-requested itineraries, some paper feedback forms and original banking or accounting records. Confidential personal and banking documents are not reused as scrap paper.

What is not yet measurable

Staff observations suggest substantially less paper is used than in 2019, but complete historical procurement data are available only in 2025 and 2026. We therefore do not publish a percentage paper reduction. Likewise, comparable 2025 waste quantities and annual electricity/water reductions are not claimed. Establishing reliable baselines is a priority for the next reporting period.

6 Transparency and stakeholder communication

On 21 October 2026, Royal Silk Holidays published its sustainability mission, commitments, policies and information about previous activities on its website. The company also communicates policies through the intranet, email and team briefings, with greater cross-department participation planned.

Our public website will group future updates by year, destination or country, and sustainability theme. Each update should display its activity date, whether it was completed or is proposed, the outcome, and a link to the relevant objective. This report will be updated after the annual management review.

7 Progress by Travelife sustainability theme

This overview connects operational initiatives with the ten themes in the company sustainability policy. Examples described as commitments or proposed controls are not counted as audited achievements.

Sustainability theme	Implemented or reported progress	Current gap / next action
1 Management and legal responsibility	Coordinator-led monitoring of the 2024 plan; 2026 company vision and refreshed departmental planning; mission/policies published online.	Approve assigned indicators; conduct recorded quarterly and annual reviews; maintain evidence index.
2 Employees, labour and human rights	Professional and job-specific development, including 30 2024 trainees and six upskilled junior staff; safety training held in 2025.	Verify complete training/HR records, staff acknowledgements, rights and safety monitoring.
3 Internal environment and community	Digital files and vouchers, recycled paper and practical energy-saving measures; junior-led office monitoring began Oct 2026.	Measure electricity, water, paper and waste using comparable baselines and logs.

Sustainability theme	Implemented or reported progress	Current gap / next action
4 Local partners and representatives	Company encouraged suppliers at TTM to develop CNT experiences for a lower-impact collection.	Apply supplier code, document risk screening, sustainability expectations and follow-up.
5 Transport	Three excursions using public/alternative transport developed; train and public transport prioritised in new concepts.	Record modal choices and supplier vehicle checks; quantify impacts at product level where feasible. Create sustainability checklist to assess main transport partners. Provide them with code of conducts for sustainable driving for drivers.
6 Accommodation	New itineraries aim to use smaller local properties and longer stays in less-visited places. Highlight hotels with green labels on the hotel tariff.	Screen and document accommodation sustainability and safety criteria; count assessed suppliers. Create sustainability check list for hotel inspection and internal use.
7 Excursions and activities	Three excursions developed during 2024–2025 and reported TGO-certified/offset by Oct 2026; test trips conducted.	Validate certification evidence; develop 3 more excursions and improve visitor/wildlife safeguards.
8 Tour guides and local representatives	Guide training, on-site CNT orientation, 2025 net-zero and health/safety instruction; guide participation reported.	Maintain verified guide roster, attendance and formal training/learning evaluations. Organize a guide training on company's sustainability policy and implementation on site. in September 2027.
9 Destinations and local benefits	Selected programmes emphasise lesser-visited places, multi-night stays, community traditions, natural heritage and local livelihoods.	Record community involvement, destination compliance and actual guest/departure outcomes.
10 Customer communication and protection	Responsible-travel concepts communicated via guides, overseas-agent product tariffs and pre-travel electronic information; service/safety training undertaken.	Check client briefing coverage, feedback, incidents, complaints and traveller understanding.

8 Planned improvements and measurable indicators

Royal Silk Holidays is revising its company action plan for 2026–2028 to align targets with available resources and make monitoring part of everyday work. The following measurements are intended targets and systems for approval—not results already achieved.

Goal / performance indicator	Responsible team	Timing and evidence
Develop 3 additional CNT excursions and 3 overland tours with documented lower-carbon design and appropriate measurement/offset options.	Product & Operations	2026–2028; approved product register, itinerary, carbon reports and offset documentation where applicable.
Document implementation and train/brief all regularly used guides on sustainability and visitor care.	Tour Operations / Sustainability	Proposed target: by end-2027; guide roster, attendance and evaluation forms.
Brief and obtain acknowledgement of company sustainability procedures from all employees.	Management / Administration	Proposed 2027 coverage target: 100%; acknowledgements and training matrix.
Monitor office resource use with consistent monthly utility and paper records; log waste separation and corrective action.	Administration / junior staff monitors	From Oct 2026; monthly or scheduled logs through 2028; compare measured annual totals.
Introduce a formal evaluation form after staff and guide training.	Operations / Administration	Next training cycle; responses, learning feedback and follow-up actions.
Communicate supplier sustainability standards to priority partners and record assessments and follow-ups.	Product & Contracting	2027–2028; partner inventory, emails, assessments, corrective action register.

Goal / performance indicator	Responsible team	Timing and evidence
Track customer complaints and significant safety incidents and evidence closure.	Operations / Customer Service	Ongoing; dated complaint and incident register.
Review departmental progress quarterly and publish a company performance update annually.	Sustainability Coordinator / Management	2027–2028; meeting minutes, action-plan status, management sign-off.

How monitoring will work

- Department managers will supply dated evidence and update their assigned actions rather than relying solely on one coordinator.
- The Sustainability Coordinator will compare actual outcomes with approved objectives, highlight overdue items and document agreed corrective action.
- Management will review resources, priorities, annual performance and the accuracy of public claims, including any claims of carbon neutrality.
- Only completed activities, measured results and approved evidence will be identified as achievements in future public reporting.

9 Data quality, limitations and supporting evidence

We report openly on limitations because useful sustainability information must be reliable and comparable. This report summarises company monitoring information; it does not replace an independent audit or certify every programme, partner or environmental result.

Evidence to retain or confirm	Why it matters
TGO carbon assessment, certification and offset documents for each of the three excursions, with product names and dates.	Substantiates precisely which products have a carbon-related claim; prevents applying that claim to unrelated programmes.
Final itineraries, product tariff listings, test-trip photos and guide briefing materials from 2024–2025.	Supports the count of developed excursions and demonstrates how clients were informed.
Training agenda, participant rosters and photographs (12 Sep 2024 and 4 Sep 2025); six-person upskilling records.	Supports the 30-person count, 2025 coverage percentages and employee development outcomes.
2025 temporary-office documentation and subsequent electricity, water, waste and recycling records.	Explains baseline gaps and enables future year-on-year measurement.
2025–2026 paper purchasing records, recycled paper invoices, sample digital vouchers and SharePoint practices.	Distinguishes digital adoption from unmeasured claims of paper or carbon reduction.
Staff meeting notes, junior monitoring assignments, 21 Oct 2026 website publication and revised action plan.	Evidences the shift towards organisation-wide accountability and transparency.

10 Public access, feedback and approval

The Sustainability section of www.royalsilkholidays.com is the public home for this report, policy commitments and selected activity reports. Questions or improvement suggestions may be sent to supi@royalsilkholidays.com. We welcome constructive feedback and will correct published figures if subsequent record verification identifies a discrepancy.

Approved by: Supaporn Prachumpai



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