



Politique de durabilité



The implementation of this sustainability policy reflects MekongTouch DMC's commitment to operating responsibly and in alignment with the identity of the destinations in which the company works – Vietnam, Laos, and Cambodia.

Preserving these territories, their natural resources, and their cultural heritage is essential to ensuring the quality and long-term viability of the experiences we deliver. Adopting a sustainability policy is therefore not only an ethical choice: it is a necessary condition to guarantee a balanced, respectful tourism model that meets the expectations of our professional partners.

This policy aims to strengthen the transparency and quality of our operations, promote responsible practices across our teams and partners, and ensure a high level of protection for local communities and their environment. It provides a shared framework for our employees, suppliers, guides, and partners, so that everyone contributes to reducing negative impacts and enhancing the positive benefits of tourism in our destinations.





To implement this policy, MekongTouch DMC commits to:

- Collaborating with local actors and initiatives dedicated to environmental protection and community development.
- Encouraging responsible practices among our teams and guides through clear operational guidelines.
- Promoting the reduction of single-use plastics through solutions such as the Refill Not Landfill programme.
- Progressively strengthening the integration of sustainability criteria in the selection and support of our partners.
- Developing internal competencies through information sessions and awareness activities.

This policy represents a first formal and evolving commitment, designed to structure all responsible actions within the company and guide our continuous improvement in line with Travelife standards.



This policy applies to all MekongTouch DMC operations in Vietnam, Laos, and Cambodia. It includes all employees, management, operational teams, freelance guides, partner drivers, and suppliers involved in delivering our travel services. Our B2B partners, and where applicable interns or apprentices, are also expected to comply with the principles set out in this policy.

It covers all activities over which MekongTouch exercises direct control or significant influence: the design and operation of land services, office management, supplier and partner relations, communication, and commercial activities. This policy does not apply to service providers over whom we have no influence or control.

All relevant stakeholders are encouraged to support this policy to the extent possible, in consideration of operational and budgetary realities.

1. Sustainability Management & Legal Compliance

The management of MekongTouch DMC, represented by co-founder Catia Cristao, confirms its commitment to responsible business management and fully supports the implementation of this sustainability policy. Operational coordination is ensured by Nguyễn Thu Yên, with dedicated working time and appropriate resources to ensure regular monitoring and continuous improvement of our practices.

MekongTouch operates in full compliance with applicable laws and regulations in Vietnam, Laos, and Cambodia, including labour legislation, environmental requirements, tourism licensing, and fiscal obligations. No legal compliance risks have been identified to date.

Our operations follow strict standards of integrity and transparency. MekongTouch applies a zero-tolerance policy toward corruption, child labour, discriminatory practices, or any form of abuse. We expect our employees, guides, drivers, suppliers, and partners to uphold the same ethical standards.

Our sustainability priorities include reducing plastic waste, respecting local communities, protecting wildlife, selecting suppliers responsibly, improving internal working conditions, and maintaining transparent communication with our partners. For MekongTouch, success in sustainability means reducing our impacts, ensuring ethical practices throughout our value chain, and providing high-quality experiences that support the destinations in which we operate.

2. Internal Management : Social Policy & Human Rights

MekongTouch DMC considers staff well-being a cornerstone of quality operations. The company ensures a safe, respectful, harassment-free working environment that complies with local legal requirements and promotes inclusion and equal treatment. Working conditions, remuneration, and all HR practices comply with national regulations, and every employee is treated fairly and without discrimination.

We are committed to providing continuous learning opportunities, particularly on ethics, responsible tourism, and child protection, and to raising awareness among our teams and guides on sustainability principles. MekongTouch applies a zero-tolerance policy toward forced labour, child labour, human trafficking, harassment, and discrimination, and expects the same level of integrity from all partners and service providers.

The company encourages active employee participation in shaping and advancing our sustainability commitments, whether through suggestions, internal practice improvements, or contributing to action planning. For MekongTouch, success in internal management means maintaining a healthy, ethical, and motivating work environment where each person can grow professionally and contribute positively to the company's future and the destinations we work in.

3. Internal Management: Environment

MekongTouch DMC is committed to reducing the environmental footprint of its day-to-day activities and integrating responsible practices into the management of our offices in Vietnam, Laos, and Cambodia. The company complies with local environmental regulations and ensures that internal operations follow principles of resource efficiency, waste reduction, and responsible consumption.

Within our offices, we promote responsible use of energy, water, and paper by limiting printing, using energy-efficient equipment, and regularly raising staff awareness on resource conservation. Reducing plastic waste is a key priority, particularly through initiatives such as Refill Not Landfill and the use of reusable alternatives. Waste is managed responsibly, based on available infrastructure in each destination, and staff are encouraged to adopt correct sorting and reduction practices.

MekongTouch also encourages staff participation in strengthening environmental practices and plans to expand training and awareness on climate issues, waste management, and emission reduction. The company limits non-essential travel, promotes remote communication when feasible, and applies a hierarchy of reduction first, followed by reuse and recycling according to local capacities.

For MekongTouch, success in environmental management means progressively reducing our direct impact, strengthening ecological awareness within the team, and adopting realistic, context-appropriate practices that contribute positively to the protection of the destinations we serve.



General Suppliers Policy

MekongTouch DMC recognises that the quality and sustainability of its travel experiences depend on the suppliers with whom we collaborate. The company is committed to selecting its partners responsibly and giving preference to those who share our values, respect local communities, and adopt solid social and environmental practices.

We prioritise local providers—including accommodations, restaurants, transport companies, guides, and activity providers—when they contribute positively to the local economy, offer fair employment, and comply with legal requirements. Whenever possible, MekongTouch favours partners with formalised sustainability approaches, either internally defined or certified by recognised standards.

We expect suppliers to respect human rights and labour standards, protect children and communities, manage their environmental impacts responsibly, and enforce zero-tolerance policies against corruption, discrimination, and abusive practices. Partners failing to respect these principles may have their collaboration suspended.

MekongTouch is committed to raising awareness among suppliers on sustainability issues, encouraging continuous improvement, and maintaining open dialogue to ensure transparent, reliable, and mutually beneficial cooperation across all destinations.



4. Inbound Partner Agencies

MekongTouch DMC collaborates with B2B partners who share our values of responsibility, transparency, and respect for the destinations in which we operate. Before initiating new cooperation, we verify that partner agencies demonstrate an adequate level of ethical and social commitment, either through their own internal policies or through active engagement in sustainability.

We provide our partners with clear expectations regarding ethics, human rights, and sustainability, and encourage regular dialogue on these topics to identify good practices, adjust operations, and strengthen overall performance. When appropriate, we invite partners to familiarise themselves with Travelife standards and other responsible tourism resources.

We monitor the quality and compliance of our partner agencies throughout the collaboration through operational follow-up, client feedback, and ongoing communication. MekongTouch values partners who demonstrate tangible sustainability efforts and encourages their continuous improvement, recognising that our collective success relies on cooperation that respects local communities, the environment, and our travellers.

5. Transport

MekongTouch DMC works exclusively with transport providers who guarantee high standards of safety, professionalism, and respect for local communities. Partner selection is based on legal compliance, service quality, and, wherever feasible, their commitment to reducing environmental impacts.

In designing our itineraries, we prioritise transport solutions that are safe, appropriate, and responsible. Where realistic, we encourage the use of lower-emission options, optimise routes, and minimise unnecessary travel. We also raise awareness among partners on best practices, including proper vehicle maintenance, respectful conduct toward local communities, and gradual adoption of measures to reduce emissions and waste.

We maintain regular contact with transport providers to monitor service quality, safety, and reliability. MekongTouch encourages continuous improvement and values initiatives aimed at reducing environmental impacts. For us, success in this area means providing travellers with safe, reliable, and responsible transport while helping preserve the destinations we operate in.

6. Accommodations

MekongTouch DMC carefully selects accommodations to ensure high-quality experiences that respect both local communities and the environment. We prioritise local, boutique, and independent properties, as well as establishments managed by operators engaged in strong social and environmental practices. When relevant, we also work with international hotel brands that maintain clearly defined sustainability policies.

Where possible, we favour accommodations that highlight local architecture, employ fairly, support the regional economy, and implement effective environmental practices such as waste management, water and energy conservation, and plastic reduction. We avoid working with establishments whose activities harm communities, natural resources, wildlife, or ecosystems.

Our teams conduct regular visits, discussions, and evaluations to ensure alignment between accommodation practices and expected standards. MekongTouch promotes continuous improvement through ongoing dialogue on sustainability and recognition of committed suppliers. For us, success in this area means offering travellers reliable, respectful accommodations that reflect the values of the destinations we serve.

7. Activities & Excursions

MekongTouch DMC selects its activity and excursion providers with extreme care to ensure authentic, safe experiences that respect local communities and environments. We work primarily with local providers who value cultural heritage, local skills, and traditions, and whose practices uphold human rights, environmental protection, and animal welfare.

We do not offer any activities that may harm people, animals, or natural resources. All excursions must respect local customs, preserve cultural integrity, and limit environmental impact. We prioritise experiences that provide direct benefits to local communities and raise awareness among travellers about the cultural and natural richness of the destination.

Our teams regularly exchange with activity providers to monitor service quality and encourage responsible tourism practices. We support progressive improvement in areas such as resource management, biodiversity protection, visitor management, and guide training. For MekongTouch, success in this field means offering high-quality experiences that highlight the destination, respect its inhabitants, and contribute to long-term preservation.

8. Tour Leaders, Local Representatives & Guides

MekongTouch DMC works with experienced local guides and representatives selected for their professionalism, deep knowledge of the destinations, and ability to communicate cultural heritage authentically and respectfully. We collaborate mainly with freelance local guides, who are paid fairly and work under conditions compliant with national regulations.

Guides play a key role in the traveller experience and in applying our commitments to responsible tourism. They receive regular briefings on environmental good practices, community respect, cultural sensitivity, and child protection in tourism. When possible, MekongTouch encourages participation in additional training related to sustainability, traveller awareness, and cultural interpretation.

We monitor guide performance through client feedback, regular communication, and field observations to ensure continuous improvement and alignment with our values. For MekongTouch, success in this area means working with guides who are engaged, aware of their impact, and capable of accompanying travellers in a responsible, safe, and respectful manner.

9. Destinations

MekongTouch DMC operates in Vietnam, Laos, and Cambodia out of a deep conviction that these destinations offer exceptional cultural, human, and natural richness that must be valued and protected. We design our tours to respect the balance of local communities, avoid oversaturated areas whenever possible, and encourage exploration of lesser-known regions to support a more equitable distribution of tourism benefits.

We work closely with local partners, guides, artisans, and cultural actors to offer authentic and responsible experiences while minimising tourism pressure on natural resources and sensitive sites. MekongTouch raises traveller awareness of respectful behaviours regarding waste management, cultural etiquette, and responsible purchasing, including the avoidance of souvenirs made from endangered species or illegal practices.

Our commitment includes a positive contribution to each destination: supporting local initiatives, selecting suppliers involved in the regional economy, and promoting activities that provide direct benefits to communities. For MekongTouch, success means offering tourism that strengthens destinations, respects their inhabitants, and contributes to long-term preservation of their cultural identity and natural environment.



10. Customer Communication & Protection

MekongTouch DMC places great importance on transparency, data protection, and the quality of communication with its B2B partners as well as with final travellers. We ensure that all information shared is accurate, honest, and consistent with the reality of the destinations and services offered. All our content is developed with rigor, avoiding any ambiguous or misleading statements, including those related to sustainability.

We are committed to protecting the information shared by our partners and to complying with all legal obligations regarding confidentiality and data management. Personal information collected as part of our operations is used solely for the purposes of the trip and is never disclosed outside this framework.

MekongTouch works closely with its partners to help travellers adopt respectful behaviours in our destinations, particularly regarding local culture, waste management, respect for nature, and responsible consumption. When relevant, we also raise awareness about avoiding illegal souvenirs or items derived from protected species, as well as the impact travellers' actions may have on local communities.

We place great value on the overall customer experience and strive to respond quickly and effectively to the requests, feedback, and concerns of our partners and their travellers. For us, success in this area relies on reliable communication, responsible data management, and a long-term relationship of trust with our professional partners.



All MekongTouch DMC staff are responsible for understanding and applying this policy in their daily work. Overall implementation is coordinated by Nguyễn Thu Yên, who oversees action follow-up and the progressive integration of sustainability commitments into our operations.

For any questions regarding this policy or our sustainability practices, please contact:

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This policy was revised and became effective on 20 November 2025.
The next revision will take place before 20 November 2027.