

Travels & Tours Co., Ltd

UNITED NATIONS GLOBAL COMPACT

**Communication on Progress** 

Dec 2015 - 2016



No (104), 37<sup>Th</sup> Street, Lower Block, Kyauktada Township, Yangon, Myanmar (95 1)252007~8, 398303, 377697, 250909 www.ayarwaddylegend.com

Date: 11th December, 2016

H.E Ban Ki-Moon

Secretary-General

**United Nations** 

New York, NY 10017

USA

Dear Mr. Secretary-General,

Ayarwaddy Legend Travels & Tours Co.,Ltd became a member of United Nations Global Compact in December 2015 and this is our first time of reporting a COP for the year 2015 – 2016.

I am honored to confirm that Ayarwaddy Legend Travels & Tours Co.,Ltd will continue to support the ten principles of the Global Compact with respect to all the categories indicated in the COP document including human rights, labour, environment and anti-corruption.

We are also committed to share this information with our stakeholders and the general public and to the submission of our annual communication on progress to United Nations Global Compact.

Sincerely,

Su Su Hlaing

Managing Director

Ayarwaddy Legend Travels & Tours Co.,Ltd

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AYARWADDY LEGEND
TRAVELS & Tours Co., Ltd

No (104), 37<sup>th</sup> Street, Lower Block,
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**Human Rights Principles** 

Principle 1: Businesses should support and respect the protection of internationally proclaimed

human rights; and

Principle 2: make sure that they are not complicit in human right abuses.

Assessment, Policy and Goals

A strong organization gives encouraging and supporting in each individual's creativity, innovation and development, enabling each individual's strengths to build character for the overall to flourish, without compromising its underlying principles.

Ayarwaddy Legend emphasizes to support the Universal Declaration of Human Rights. The protection of Human Rights is embedded in our numerous operating processes and control mechanisms. Our company policy, operations, business relationships respect and support internationally recognized human rights.

Ayarwaddy Legend believes in all 30 Articles mentioned in the Universal Declaration of Human Rights, the common standard of achievement for all people and all nations. Common understanding of these rights and freedoms are the greatest importance and realization of this pledge.

We require our employees, business partners, suppliers and our customers to understand, believe, respect, support and adhere to the principles of Universal Declaration of Human Rights.

AYARWADDY LEGEND
TRAVELS & TOURS Co., LTD

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Implementation

Whenever a dispute arises among the staffs, it shall be resolved in a constructive manner. Employees who feel unfairly treated or who have complaints about situation and conditions in working environment can notify Chief Executive Officer immediately.

We provide socially responsible, anti-discriminatory and fair working environment and we place considerable value on diversity and a sound work-life balance. We give equal opportunities for all, offering a healthy lifestyle workspace and relevant requirement.

We develop Internal Customer Service for all employees to submit their complaints and issues with regards to unfair treatment. These complaints are revised by top management and discussed immediately.

Measurement of outcomes

We carried out periodic review of results by senior management and the results show there is no case of human right violations, complaints and breaches during this report period. We have no significant cases of human rights violations, and we keep ourselves that we are not complicit in any of human rights abuses.

Labor

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: the elimination of all forms of forced and compulsory labor

Principle 5: the effective abolition of child labor

Principle 6: the elimination of discrimination in respect of employment and occupation



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# Assessment, Policy and Goals

Ayarwaddy Legend believes in equal employment opportunity to each individual regardless of race, color, gender, religion, age, sexual orientation, national or ethnic origin, marital status, veteran status or any other occupationally irrelevant condition. This policy applies to recruitment and advertising; hiring and job assignment; promotion; demotion and transfer; layoff or termination rates of pay and benefits; selection for training; and the provision of any other human resource services.

Ayarwaddy Legend strives to ensure that the freedom of association and the right to collective bargaining are upheld, that the company does not engage in forced and compulsory labor and child labor, and that the company works to ensure diversity and non-discrimination in respect of employment and occupation. We will ensure a diverse work force working in a healthy and safe working environment.

## **Implementation**

Our Human Resource policies and procedures are supporting the local labor law. The minimum recruitment age of an employee has been as 18 years. We strongly support the effective abolition of child labor.

Our policy confirms our commitment to equal opportunities, legal requirements and best practice to ensure we do not discriminate on the grounds of sex, race and religion of belief. We select our new employee by conducting the face to face interview, test and examination of attitude and conduct of candidate. We are not forced or compelled to work. We treat all our employees with dignity and respect, and not using corporal punishment or treats of violence or other physical or mental abuse.



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We arrange a domestic trip with full package for all employees and staff party annually. We also hold birthday party every month for our employees and celebrate together with them.

Overseas external trainings include attending overseas seminars, travel marts ( WTM London, CITM Shanghai, MITT Moscow, exhibition tours ( ITB Singapore & Berlin, ITE Hong Kong, and product trainings. As a part of staff social welfare program, holidays & vacation, salary increments, allowance and bonus, loans with no interest, birthday party, annual dinner, and other activities were done.

As a part of human resource development, we provide numerous numbers of trainings and courses such as ABACUS Online Ticketing System, Outbound Tourism Development Workshop, Community initiated Tourism Senior, CBI Training, IATA Training, Air Ticket & Reservation Course, Sustainability Management for Tour Operator, ISO Certificate, General English Four Skills, Office Management, Customer Service Excellence and so on.

We encourage our employees to donate as much as they can effort to the needed communities; orphans and other charities.

Since 2008 and up to, we make several donations.

- Cyclone Nargis 2008 ( Ayarwaddy Division )
- Tropical Cyclone Giri (Rakhine State)
- Laukkai Civil War ( For fall & injured soldiers )
- Renovation of Bagan Ancient Pagodas and Monuments )
- Maikai Maiyoun ( South Shan State )
   (Education materials and other helps to poor and poverty children yearly )
- From 2010 to 2014, we always donate to Young Charity Development Centre in every town where company's domestic trip every year.



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We support BA (Tourism Management) students for four-year program as scholarship in National Management College. We do welcome students and fresh graduates as internship to study many aspects such as operation management, event planning, marketing and customer service. We do support human resource development by gaining them practical invaluable experience at our company.

Human resource policies and procedures within the company supporting the Labor principles will be reviewed and updated. Labor-related issues will be assessed and monitored within the company. Labor Rights related knowledge will be shared to our business partners and suppliers to understand, to respect, and to support 4 principles on Labor.

# Measurement of outcomes

We carried out periodic review of results by senior management to abide by the local labor law. Zero complaints from employees and there is no child labor and force labor during the report period.

# **Environmental Principles**

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

### Assessment, Policy and Goals

Ayarwaddy Legend is committed to support a precautionary approach to environmental challenges and undertake initiative to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly technologies. We reduce



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use of resources and the environment impact from our activities by practicing the waste management system with 3Rs.

Ayarwaddy Legend recognizes the benefit, usefulness, and need of environmentally friendly technologies in 21<sup>st</sup> century. We maintain the environment clean & healthy, safety and enjoyable. We prevent accidents and cases of work-related ill health in working environment, and provide adequate control of health and safety risks arising from work activities. We reduce energy usage, to use renewable energy and recycled paper, to implement efficient consumption of natural resources, and to protect the environment.

## Implementation

We are also practicing the waste management hierarchy with 3Rs – reduce, reuse and recycling. We use 3Rs in the following ways;

- The amount of paper that we use by double-sided photocopying, printing, and using electronic communication
- Reduce paper usage by using paperless online reporting and communicating system
- Choose products for which refills are available
- Reduce consumption of electricity by using energy saving LCD monitors for all the computers
- Reduce consumption of fuels by efficient usage of vehicles and generators
- Reuse recycle papers and recycle bags
- Set up a recycling scheme in the office for scrap paper, toner cartridges, batteries, etc.,
- Donate old computers, electronic appliances, and furniture give to needy people
- Replace paper towels with washable cloth towels
- Choose environmentally friendly alternatives if available, such as biodegradable cleaners and garbage bags, also use less toxic chemicals



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#### Measurement of outcomes

Ayarwaddy Legend will try its best to comply with applicable environmental laws, regulations and standards, as well as implement an effective system to identify and eliminate potential hazards to the environment. We will continue to deploy efficient use of energy, renewable energy and prevent waste materials output and protect the natural resources and green environment.

Our current activities include:

- Regular company assessment on environmental policies
- Periodic review by senior management on energy consumptions and usages, and assessments on environment impacts

### **Anti-Corruption**

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

## Assessment, Policy and Goals

We Ayarwaddy Legend believe that, from the ethical point of view, corruption is violation of vital principles of social and economic life. For business companies, corruption creates unfair conditions for trade and finance.

Ayarwaddy Legend will not tolerate or in any way be involved in any form of corruption or bribery, including any kind of illegal payment offer or similar benefit to an administrative official in order to influence decision-making.



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Ayarwaddy Legend will undertake that none of its employees or managers will offer, pay, promise, authorize or give anything of value to any employee or manager for purposes of obtaining or retaining favors or any improper advantages.

Within the company, Ayarwaddy Legend has the following policies towards corruption, bribery and extortion:

- 1. Not to give and take any form of bribery among employees.
- 2. Not to give any form of bribery to management levels.
- 3. Not to accept any form of bribery from customers, suppliers and business partners.
- 4. To obey applicable local and regional legal laws.
- 5. To respect international legal frameworks against corruption.

### **Implementation**

We are committed to air and open business conduct in our business society. Underlying this commitment is that we do business basic on price, quality and service, and in full compliance with UNGC principles. We also have established approval processes and tools for reviewing and approving gifts, travel and entertainment to our dealing with business partners. We maintain internal accounting and audition procedures related to anti-corruption. We maintain HR procedures supporting our anti-corruption commitment.

# Measurement of outcomes

Ayarwaddy Legend has not been involved in any legal cases with its business suppliers and partners, related to corruption and bribery. Because of regular and compulsory auditing system practiced within the company, corruption risks were almost minimized. No disciplinary taken action on any of our employees.



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For upcoming years, Ayarwaddy Legend will keep its commitment to be in compliance with its policies, applicable regional laws, regulations and standards; as well as implement an effective system to identify and eliminate hazards of corruption, bribery and extortion; and all its outcomes will be periodically measured, reviewed, and necessary actions will be further carried out.