

*Animal Welfare
Policy*

Company Statement



We have a responsibility to continually improve our business practices, so they remain in line with the evolving global understanding of sustainable development. The connection between tourism and animals provides us with an opportunity to educate travelers about biodiversity and conservation efforts.

By implementing and adhering to specific guidelines and examples of best practice with regards to animal welfare, Panorama Destination supports positive change and deters bad practice in each of the locations where we hold partnerships with animal experience providers.



As an organization, we denounce the unsustainable harvesting of wildlife and selling or sourcing of wildlife products. We support the ethical treatment of animals in captivity according to the Five Freedoms and 15 Criteria approved by ABTA and the UK Travel Association. As a tour provider in Southeast Asia, it is our duty to advise travelers and suppliers with regards to our policy and in so doing, contribute to the overall sustainability of each destination.

Our aims & objectives

Travelers want memorable wildlife experiences, but they also expect high animal welfare standards. From elephants and apes to dolphins, turtles and whales, Southeast Asia offers some of the most unforgettable fauna the world has to offer. As a tour provider in this region, Panorama Destination has a unique opportunity to highlight these natural wonders; we also have an obligation to ensure that interactions are characterized by safety, respect and an awareness of the wider context. Whether captive or in the wild, the welfare of animals is of primary concern.

Our goal is to maintain and improve high standards of animal welfare in each of the destinations where we operate. To achieve this objective, we leverage our relationships with suppliers and encourage all company representatives – from stakeholders to product managers, agents and guides – to offer meaningful, safe and memorable experiences to customers, while also ensuring the welfare and dignity of the animals they have come to see.

We intend to be recognized as a tour provider that can be relied upon to provide ethical, sustainable encounters, along with reliable and practical advice for travelers and local suppliers, based on the latest international understanding of animal welfare in tourism. Our long-term goal is to raise industry-wide animal welfare standards, while also strengthening our ties with partners that offer animal-related attractions.



This Animal Welfare Policy document is intended to clarify Panorama Destination's position on animal welfare issues in tourism today: to provide an outline of company policy to our suppliers, staff and clients; to synergize our efforts across locations; and to lay the groundwork for a cohesive network of tourism professionals in Indonesia, Thailand, Malaysia and Vietnam. By working together to elevate animal welfare standards in our industry, our ultimate objective is to enhance travelers' interactions with the unique biodiversity they have come to see.

What is animal welfare?

Animal welfare refers to the physical and/or emotional state of an animal. Whether in the wild or in captivity, an animal should be healthy; comfortable; well-nourished; safe; able to engage in natural, instinctive behavior; and free from pain, fear or distress.



Animals in captivity rely solely on the care, compassion and expertise of humans for their welfare; their wellbeing is therefore an indication of their custodians' capability.

The appropriate care of captive animals requires disease prevention and veterinary treatment, adequate shelter, management, nutrition, appropriate handling and, when necessary, humane slaughter or euthanasia.

Each living organism has a different set of needs and requires a unique approach. However, certain basic guidelines to animal welfare are relevant for all species.

The Five Freedoms can act as a useful baseline guide for animal welfare, regardless of species or location.

The Five Freedoms

Whether sourcing potential suppliers, inspecting animal attractions or advising travelers on the issue of animal welfare, Panorama Destination refers to well-known animal welfare criteria known as The Five Freedoms. According to these guidelines, all animals in captivity should exhibit the following:

1. Freedom from Hunger and Thirst
2. Freedom from Discomfort
3. Freedom from Pain, Injury or Disease
4. Freedom to Express Normal Behavior
5. Freedom from Fear and Distress

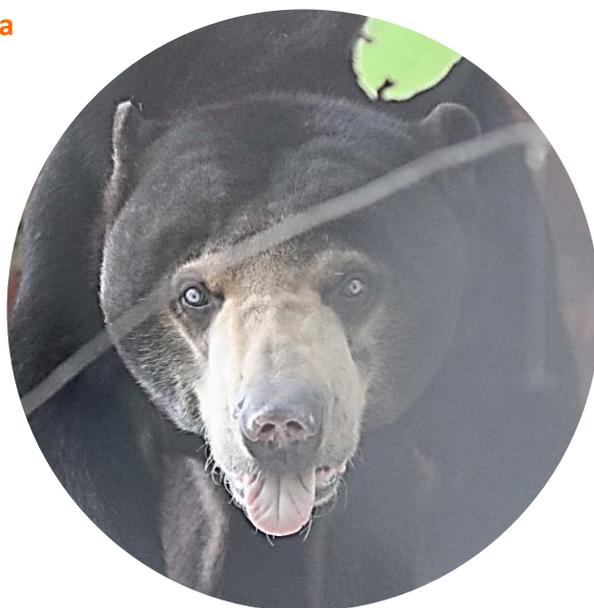
Any animals featured in products and experiences offered by Panorama Destination should enjoy all five of these freedoms; any instances in which an animal appears to have been denied any of these five basic rights will initiate our investigation and reporting protocols. These include measures such as inspection, cooperation with suppliers and consultation with both regional and international governing bodies. Failure to meet Panorama Destination's standards and expectations with regards to The Five Freedoms can potentially result in termination of partnership with suppliers.

Within The Five Freedoms, we can also gauge the welfare of an animal by an additional set of criteria, known as *Welfare Quality*. These additional 12 guidelines are the result of an EU project, designed to improve the care of animals in captivity.

ABTA and the UK Travel Association have adopted these protocols and added three more to the list, so that tourism providers now have a comprehensive and versatile range of checkpoints at their fingertips. The end result is the animal welfare guidelines by which Panorama Destination considers the suitability and sustainability of its animal experiences.

The Five Freedoms (simplified) Welfare Quality® Criteria

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| 1. Feeding | i. Absence of prolonged hunger
ii. Absence of prolonged thirst |
| 2. Housing | iii. Comfort while resting
iv. Thermal comfort
v. Ease of movement |
| 3. Health | vi. Absence of injuries
vii. Absence of disease
viii. Absence of pain induced by inappropriate management |
| 4. Behavior | ix. Expression of social behavior
x. Expression of natural behavior |
| 5. Protection | xi. Good human-animal relationship
xii. Positive emotional state
xiii. Absence of general fear / distress / apathy
xiv. Ability to seek privacy / refuge
xv. Absence of surgical or physical medication of the skin, tissues, teeth or bone structure other than for the purposes of genuine medical treatment/manipulation/sedation. |



Background info | The Five Freedoms

The Five Freedoms can trace their origins back to a UK Report: *The Technical Committee Enquiry into the Welfare of Animals Kept Under Intensive Livestock Husbandry Systems* (also known as the Brambell Report of December 1965). This initial study focused on farm animals. It stated that all livestock should have the freedom to “stand up, lie down, turn around, groom themselves and stretch their limbs”. In 1979, the British Government went a step further, by establishing the Farm Animal Welfare Council. This committee set out to define what elements were essential in safeguarding the welfare of farm animals. Their findings were subsequently refined and published as The Five Freedoms.

Animals in tourism

Good Practice for attraction suppliers

Panorama Destination expects all suppliers of animal attractions and experiences to meet the minimum requirements (see 2.1) of animal welfare laid out by this policy. In an effort to raise standards and improve the overall sustainability of our operations and the destinations in which we do business, we encourage all suppliers to aspire towards best practice in all their operations.

Examples of good practice for providers of animal attractions can include the following:

- Displaying valid licenses or permits so they are viewable to the public
- Joining a zoological association or accreditation body
- Keeping records of all animals, including births, deaths, acquisitions and disposals
- Providing on-going training for animal keepers
- Requiring keeping staff to have a recognized animal management qualification
- Contributing to wider conservation efforts.



Insurance

All attractions featuring captive animals should have insurance that covers the facility against liability for damage or injury caused by animals, whether inside or outside the attraction, including during transportation to other premises. This should be in addition to public liability insurance and in full compliance with mandatory health and safety requirements.

Captivity Case study | Drinking Water

Drinking water source should not be positioned below or close to perches or resting places where it could be contaminated by animal droppings or urine. Regular daily checks should be performed by zookeepers to ensure animals have access to clean, fresh drinking water. All captive animals must be free from hunger and thirst.

Sanctuaries should be encouraged to apply for accreditation from the Global Federation of Animal Sanctuaries (GFAS). Animal contact and feeding Allowing people to feed animals presents a number of risks, for both parties. There is potential for injury to be caused when dealing with animals in an unregulated situation, while the animals themselves are vulnerable to illness, injury and distress if handled incorrectly. Risk assessment should be undertaken before any animal handling takes place. This should include assessing the individual animal's ability to cause harm and the possible risk of transmitting disease.

Certain questions should be addressed before the animal is fed or handled by humans:

- Does the species pose an inherent risk to customers?
- Is the individual animal accustomed to being in close contact with humans?
- Has it been handled previously?
- Could it be susceptible to human diseases?

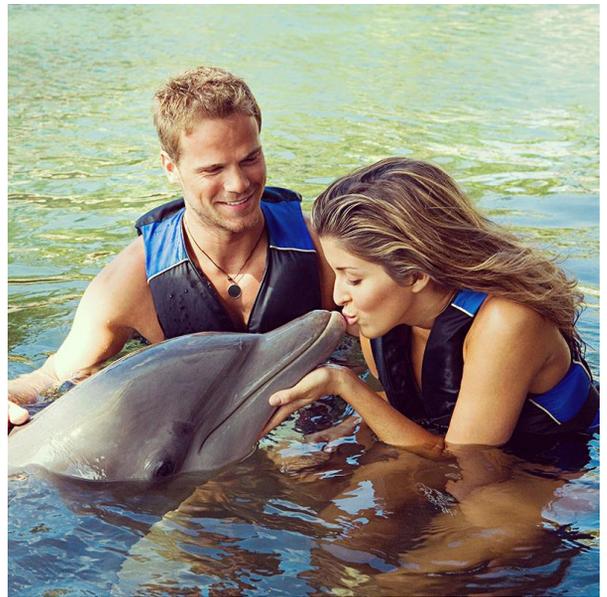
Animal attraction suppliers should ensure customers are informed of any potential risks before handling takes place and require customers to wash their hands thoroughly, both before and after contact with animals. All handling should be conducted under constant supervision by experienced members of staff.

Animal Performances

Performances and shows that feature animals should have a clear emphasis on education rather than entertainment; animal behavior during these demonstrations should be natural and non-exploitative, presented in the context of an informative learning experience. Information should be provided about species' biology and ecology. The living and working conditions of all animals must meet the Welfare Quality® criteria outlined above. All animals must have sufficient rest periods and be unharmed by their participation in the performance.

Swimming with Captive Animals

A comprehensive risk assessment should be undertaken before any animal-human contact occurs. This should include assessing the individual animal's ability to cause harm and the risk of transmitting disease. Implications for the animal should also be considered. Suppliers should ensure that customers are informed of potential risks, and are given a detailed briefing on their conduct during the activity. Suppliers should ask customers to remove all jewellery and to wash with antibacterial soap, before and after the activity takes place.



Captivity Case study | Behaviour

A good indicator of optimum animal welfare is animals living in social groups, demonstrating normal behaviour. For example, herd animals (such as elephants) should spend the majority of their time together in natural family groups, while solitary animals (such as tigers) should be given the option of privacy and solitude. Burrowing animals should be housed in an enclosure with a soft substrate floor, so they can search for food and shelter according to their natural predisposition. All captive animals should be monitored for signs of abnormal behaviour and have appropriate veterinary treatment made available to them where necessary.

Animal Rides

In Southeast Asia, animal rides are a particularly contentious issue, with examples of bad practice sparking controversy and debate about which animals should and should not be ridden. Although standards are improving, violations can still be seen. Recent studies have shown that 52% of tourists who see animal cruelty on their holiday will consider not revisiting that country again. Therefore, the issue of animal rides is an important indicator of both animal welfare and customer satisfaction.

Regardless of the species involved, all animal rides should follow these guidelines:

Good practice

- Animals receive humane training techniques
- Sufficient rest time is given to animals between rides
- All animals have adequate shelter, ventilation and thermal protection
- All animals must have access to veterinary care
- Animals have time and opportunity to socialise in normal behavioural groups

Bad practice

- Ill-fitting, dirty and/or unsafe equipment
- Young animals being forced to carry loads that are too heavy for them
- Difficult terrain such as stones, hard and dusty surfaces and steep hills
- Poor riding styles and animal handling practices (jerking of reins, harsh stops etc.)
- Riding at high speeds
- Use of bull hooks and whips
- Carrying weight loads which could be detrimental to animals' welfare



Animal Sanctuaries

An animal sanctuary is a place where rescued animals are brought to live out the remainder of their lives under the protection of humans. These facilities are conceived, built and operated for the benefit of animals; not for the entertainment of people. Animals are not purchased, sold or sourced to order; breeding programmes are not permitted; the residents and remit of a sanctuary are determined by the needs of the animals themselves. Many facilities describe themselves as a “sanctuary” or “rescue centre” for displaced, wild, equine and farm animals. However, the quality of animal care and sustainability of the organization varies widely among them. It is therefore essential to observe standards and practices in these facilities, to ensure that a high level of animal welfare is in place.

Any animal facilities that wish to be identified as sanctuaries should comply with the following guidelines:

Operations

- The sanctuary should have all relevant regional, national and local government permits and licenses.

Animal acquisition

- Animals may not be purchased
- Animals may only be accepted as a result of official confiscation, by donation or by rescue
- Records should be kept of the source of all animals

Removal of animals from facilities

- No sale of animals is permitted
- An animal can only move from a sanctuary to another facility that is demonstrably of equal or higher standards, and then only if relocation is in the animal’s best interests
- Records should be kept of any disposition (including death) of animals

Breeding

- Sanctuaries should operate a no breeding policy and will implement all necessary humane birth control measures to ensure this.

Commercial activities

- No commercial exploitation, including performances, shows or use of animals as photo props, is permitted.

Handling of animals

- No physical contact is allowed between visitors and animals.
- Physical contact is only permitted between staff and animals when necessary, for essential management /veterinary purposes.



The Global Federation of Animal Sanctuaries (GFAS)

The GFAS definition of “sanctuary” is any facility providing temporary or permanent safe haven to animals in need while meeting the principles of true sanctuaries: providing excellent and humane care for their animals in a non-exploitative environment and having ethical policies in place regarding tours, commercial trade, exhibition, acquisition and breeding.

Standards & Practices

Minimum requirements

Good practice in animal tourism has the potential to offer tangible benefits to conservation, education and local economies. Poor practice can undermine these positive impacts and have an adverse effect. In addition to the welfare of individual animals, failure to comply with animal welfare standards can also have lasting implications for the entire tourism industry.

Consequences can include:

- Brand reputations brought into disrepute
- Detracting from good customer experiences
- Raised scrutiny of links between tourism and animal attraction industries
- Damage to the reputation of a country as a holiday destination

It is essential that the tourism industry works to achieve an acceptable level of welfare across the entire supply chain. To achieve this, minimum requirements can be used as the basis.

Panorama Destination conforms to ABTA's global welfare guidance in relation to minimum requirements, intended to be the benchmark for the minimum acceptable level of animal welfare in tourism activities in Indonesia, Thailand, Malaysia and Vietnam. We regularly inspect our suppliers to assess whether their business complies with this set of minimum requirements.

The ABTA Minimum Requirements are divided into three sub-categories:

- A. For situations where animals are managed by and/or are dependent on human beings.
- B. For suppliers working specifically with whales or dolphins (these businesses should comply with A&B)
- C. For attractions that involve working animals (these businesses should comply with A&C)



Panorama Destination Policy | Minimum requirements

Panorama Destination aims to ensure that animal welfare within attractions reaches and –where possible - exceeds a minimum acceptable level. Wherever customers are able to view or interact with animals, these facilities should aspire to achieve the best animal welfare practice possible. As a baseline standard, a set of minimum requirements should be implemented, clearly evident and safeguarded by any supplier partnered with Panorama Destination.

A. Animals managed by and/or dependent upon human beings

1. All animals have regular, daily access to adequate and clean drinking water in line with their species-specific needs.
2. All animals are fed appropriate food (which includes necessary supplements for animals in captivity), via an appropriate feeding routine, which mentally stimulates the animal(s) and encourages natural behaviour (e.g. foraging, browsing, grazing etc.).
3. In captivity, enclosures (including pools) or methods used to contain the animals for temporary periods allow all the animals to move and exercise freely, and to maintain sufficient distance from other animals in case of conflict.
4. In captivity, enclosures are environmentally complex, including natural substrate, furniture, shelter and environmental enrichment, in order to encourage normal/natural behaviour. All animals should be
5. able to seek shelter from extreme weather conditions and privacy from view.
6. In captivity, enclosures are clean, hygienic and well maintained, (e.g. devoid of excessive faeces, urine or rotting food, potentially harmful litter, not waterlogged, not infested with vermin etc.).
7. The facility employs a vet who is knowledgeable and experienced in the health and welfare of the relevant animals (either employed on site or externally contracted).
8. There is a policy not to surgically modify the skin, tissues, teeth or bone structure of animals, and not to sedate animals to make them safe to handle, unless it is for the purpose of genuine medical treatment under the guidance of an appropriately trained vet.
9. Where customers are permitted to be photographed with animals, this should be free from evidence of bad practice.
10. Complete, accurate animal stock lists, veterinary records and any appropriate licences or permits should be up-to-date and available for inspection. The required paperwork should be in place for any animals which have been acquired from the wild.
11. Where animals are involved in performances these should only involve natural behaviours and be free from bad practice. Training methods should be based on positive reinforcement only.



B. Captive whales and dolphins

1. All water systems have an efficient, continuous filtration system, or sufficient water exchange, which has a back-up system in case of failure. This should maintain appropriate water temperature and quality for the animal(s). The water should not be polluted.
2. Pool ozone/redox and halogen ion content are monitored daily. Total free and combined chlorine should not exceed 1.8mg/l and levels should be tested twice daily for concentration of chlorine and/or oxidising agents.
3. Pool temperature is consistently maintained at a temperature appropriate for the species contained and is monitored daily. Appropriate pool temperatures range between 8°C and 32°C for cetacean, depending on the specific species (EAAM, 2003)*
4. The pool's pH is consistently maintained between 7.4 and 8.2 and is monitored daily.
5. Pool salinity should not fall below 22 PPT**.
6. Pool coliform bacterial levels should not exceed 1,000 colonies/100ml of water and should be monitored at least weekly.
7. Where contact sessions are permitted, they are limited to 30 minutes, with a maximum of four sessions per day per animal with at least one hour rest period between each session. Keepers should ensure the animals are kept mentally stimulated between interaction sessions.
8. Customers entering pools are required to remove jewellery and shower both before and after these sessions to safeguard the welfare of the animals as well as the health and safety of customers.

** For example bottlenose dolphins require water temperatures of no lower than 10°C and no more than 32°C

** PPT = Parts per trillion



C. Working animals

1. Tethering and hobbling should be discouraged and where unavoidable should only be conducted using appropriate materials and methods that do not cause risk to the animal's welfare. Tethering should be for a limited time of no more than a few hours per day. The animals should be able to walk, lie down and stand up without putting tension on the tether, and reach basic resources like food, water and shade. Tethered animals should be regularly monitored.
2. Young, pregnant, nursing, injured, ill, distressed or elderly animals should not be ridden, or be required to carry/pull loads. Equids (hoofed mammals) should not be worked before they are three years old; camels should not be ridden before four years. Weaning should not be conducted for horses, donkey and mules before six months; preferably it should be allowed to occur naturally. Weaning for camels should not be conducted before four months; preferably, it should be allowed to occur naturally.
3. Equipment should fit, not causing injury, and should be cleaned and dried after use. Equipment should be removed during rest periods and ideally when eating/drinking.
4. Animals should train and work within their physical capabilities. Loads should be equivalent to the animal's size and ability (e.g. not more than one person on an equine or camel), work should not be in the hottest part of the day and animals should have regular rest periods each day of at least an hour between working periods.



Unacceptable practices

Panorama Destination condemns any activities that compromise an animal's physical or emotional state. While suppliers should adhere to the minimum standards outlined above, the company also has a responsibility to monitor animal welfare in each of the facilities affiliated with it. Certain practices, which can be harmful or exploitative to animals, are considered totally unacceptable and must not be exhibited by any suppliers working with Panorama Destination.

Unacceptable practices may relate to animals in captive attractions, animals being used in cultural events and activities or free-roaming animals in the wild. See below for examples:

Captive attractions

- Animals on display in restaurants and entertainment venues
- Animal breeding or commercial trade in sanctuaries
- Animals used as photographic props
- Animal performances based on non-natural behaviour
- Animal shows where training methods compromise welfare
- Canned hunting
- Elephant polo, ostrich riding
- Unlicensed zoos
- Euthanasia practices that do not comply with best practice guidance

Animals in cultural events and activities

- Animals used for begging
- Cockfighting
- Reptile farms involving bad practice
- Crocodile wrestling
- Tiger farms

Wild animals

- Unregulated animal and plant collection from the wild
- Direct contact with and feeding of free roaming animals
- Human-initiated physical interaction with wild whales and dolphins
- Trade and sale of endangered wildlife products
- Trophy hunting



Animal performances

Any activities that force animals to exhibit unnatural behaviour are considered unacceptable practice. Examples include, but are not limited to, orangutans riding bicycles, elephants painting pictures, tigers jumping through hoops or primates in human clothing. Not only can the activity itself be considered harmful, exploitative or demeaning to the animals involved, the training methods required to make them behave in this unnatural way are usually inhumane and often violent. Harmful or abusive treatment of animals in these training programmes has been known to include food deprivation, use of physical force, separation from other animals and emotional coercion. These techniques may lead to abnormal behaviour, emotional distress, physical injury or even death in some cases.

Panorama Destination considers these training techniques as wholly unacceptable. We do not support performances that indicate this kind of training is taking place behind the scenes. See previous section for examples of good practice regarding animal performances.



Panorama Destination Policy | Animal performances

Panorama Destination does not permit or promote the use of animals in performances that negatively impact animal welfare. Any animal shows that feature animals exhibiting non-natural behaviour are considered unacceptable practice and should not be offered in tours.

Captive Animals

Elephants

One of the largest and most charismatic of Asia's animals, elephants are both popular and controversial in the tourism industry. The demand for elephant encounters, combined with their deeply rooted connection to local culture, makes captive elephant welfare an extremely important issue.

There are over 10,000 captive elephants in Asia. They are the national symbol of Thailand and were once common to the Sumatran jungles of Indonesia. It is vital to establish elephant management and care guidelines in these locations, while also respecting local cultures, socio-economic concerns and traditions.

Panorama Destination believes that the best solution for these elephants is to push for improvements in the standards and practices that govern their lives in captivity. Incremental changes are more effective in the long run than boycotts, demonstrations or demonization of providers who fail to meet standards. We prefer to work with elephant providers, rather than campaigning against them.

Panorama Destination Policy | Elephant camps

Panorama Destination works alongside independent auditing organizations, to provide training opportunities and support for elephant camps, so they can continually improve their practices and ultimately raise the standard of captive elephant welfare on a national, regional and global scale.

The Asian Captive Elephant Working Group (ACEWG) provides a set of standards and criteria as guidelines and references for elephant camps. Asian Captive Elephants Standards (ACES) has also created best practices and standards of welfare, living, and working conditions for all elephants engaged in tourism. ACES works alongside camps, governments, mahouts, universities and local communities to ensure all captive elephants are provided with the best care and conservation outcomes possible. Experts in the field provide support for elephant tourism providers in order to improve and monitor elephant welfare conditions.



Elephant rides

Elephant rides are a particularly contentious issue in Thailand and Indonesia. The common consensus in the industry appears to be that rides should be permitted, but with certain essential guidelines in place to ensure the welfare of the animals involved.

- ✓ Elephants should not work or interact with tourists for more than 4 hours a day
- ✓ Rides should not interfere with normal rest and feeding times
- ✓ Elephants should have time for socializing and free roaming
- ✓ Routes should not include hot concrete, rocks or gravel
- ✓ Shade should be provided to protect the animals from the sun
- ✓ Constant access to food and clean water
- ✓ Access to veterinarian care
- ✓ Training techniques should be based on positive reinforcement
- ✓ Health & safety guidelines should be clearly defined for animals and humans

Tigers

Panorama Destination Policy | Tiger tourism

Panorama Destination does not offer tours to places that provide tiger photo opportunities or close physical contact between tigers and people.

Tiger tourism is big business in Southeast Asia. In Thailand alone, a 2016 survey found a total of 830 tigers in the country's entertainment venues. In 2019, a total of 623 were recorded. This growth is indicative of the enduring appeal of tiger entertainment venues and experiences; many tourists want an up-close-and-personal, 'once in a lifetime' encounter with a tiger. Since 2016, the growth in Instagram tourism and the hunt for unique and eye-catching selfies has put tiger tourism in the public eye and on the agenda for improvement of sustainable practices.

Thailand has been known for its tiger temples, while some Indonesian zoos continue to offer photo opportunities with tigers. In both instances, the animals are often drugged or sedated to make them more compliant, and are tethered on short chains to keep them under control. Both practices are a violation of The Five Freedoms.

Tigers in the wild are predominantly solitary animals, who would view humans either as a threat or potential prey. It is therefore entirely unnatural for them to be resting their heads in human laps, or posing on pedestals for photographs. Interactions with tigers should have a basis in education, be conducted at a safe distance, and take the health and safety of both animal and customer into consideration.

Primates

Indonesia and Malaysia are home to the world's only remaining populations of orangutans; semi-solitary and almost strictly arboreal great apes. In these locations, tourism revolves around rehabilitation centres for rescued animals. This makes their care and the form of interaction they have with humans during the interim period of vital importance.

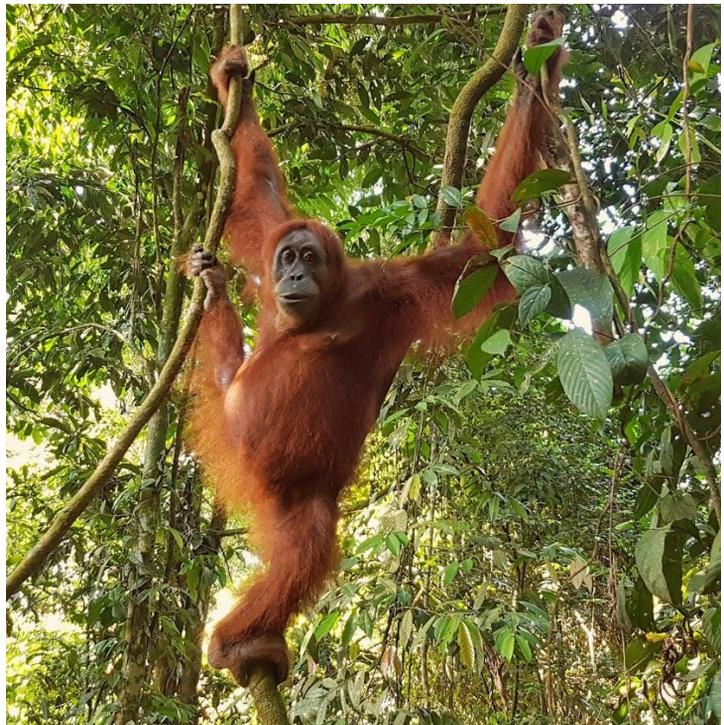
The Tanjung Puting and Bukit Lawang National Parks can be found on the Indonesian islands of Kalimantan and Sumatra, respectively. Both sites offer tourists the chance to see wild or semi-captive orangutan at rehabilitation centres, feeding stations or in the jungle. Such projects offer an informative model of the captive spectrum and the differing requirements of human behaviour and precautions required at each stage.

The close phylogenetic relationship between humans and non-human primates, combined with the close proximity tourism brings, means pathogen exchange is a risk for great apes such as orangutan in these destinations. A number of cases of illnesses in apes have been shown to be linked to human respiratory viruses and bacteria, including influenza, measles, mumps, pneumococcal pneumonia and herpes viruses.

Surveys at the Sepilok Orangutan Rehabilitation Centre in Malaysia show that a significant portion of tourists who visit this centre (more than 100,000 every year) are potentially infectious at the time of their visit, and therefore pose a risk to the animals. Because rehabilitation centres encourage contact between captive animals and wild populations, the risk of transmission can potentially have disastrous consequences for animal conservation both in the wild and in captivity.

It is therefore essential that travellers follow these guidelines when encountering primates – and especially orangutan - in captivity.

- ✓ Maintain a safe and respectful distance
- ✓ Do not touch, handle or otherwise interfere with the animals
- ✓ Do not visit a primate attraction when exhibiting symptoms of illness
- ✓ Wash hands before and after visiting primate enclosures



Birds

Suppliers should house birds permanently and untethered in flight aviaries. This is particularly necessary for birds of prey, including all species of owl and vulture. As natural predators, these animals should be able to fly outdoors on a daily basis. Any activities that incorporate this flight into a performance should be fully licensed to do so.

All birds should have access to drinking water and shelter from adverse weather conditions at all times. At night they should be protected from potential predators. Customers should be informed of any potential risk before handling takes place; all physical contact should be supervised at all times. Handlers must wash their hands both before and after contact with birds.



Cockfighting

This is a potentially lethal blood sport between two roosters (cocks) that are forced together in a ring called a cockpit. The gamecocks are specially bred and conditioned for increased stamina and strength. They are congenitally aggressive toward all males of the same species. In some regions, the birds are equipped with metal spurs or knives tied to the leg, which can result in significant physical trauma and even death. In certain areas of Southeast Asia (particularly Bali in Indonesia), cockfighting has long been a village tradition and remains a popular form of underground gambling in some places.

Cockfighting has also been linked to the spread of avian flu H5N1; this led to the transportation of fighting gamecocks being suspended in Thailand.

Panorama Destination does not support activities, suppliers or events that feature or promote cockfighting.

Animals in the wild

Wild animals can be unpredictable and dangerous to humans, presenting a potential threat to clients that travel with us. Similarly, contact with humans can cause distress and possible disease transmission to wild animals. Therefore, tours including wildlife encounters should be safe, respectful, informative and supportive of conservation efforts.

Panorama Destination Policy | Wild animals

Wild animals should be viewed unobtrusively and from a safe distance, in a way that does not endanger clients or disturb the animals themselves. Panorama Destination does not endorse or condone tours and experiences that feature human-initiated contact with free-roaming wild animals and/or the feeding of wild animals.

Marine Wildlife

From Raja Ampat to Koh Tao and from Kota Kinabalu to Nha Trang, Southeast Asia is home to some of the world's most unforgettable snorkeling, diving, sailing and fishing experiences. Clustered around the coral triangle, each of Panorama Destination's operations in Indonesia, Thailand, Malaysia and Vietnam are perfectly placed to provide travelers with access and insights to the spectacular beauty and biodiversity the region has to offer. But these delicate ecosystems are in danger and under threat.

Tourism has a responsibility to act in a sustainable and constructive way when encroaching on these precious natural environments. When sailing, snorkeling, swimming or diving, our guests have the chance to see dolphins, turtles, sharks, manta rays and even whales. They are also interacting with the habitat itself. It is therefore essential that tours are conducted in a way that does not damage the ecosystem or place additional stress on the wild animals that live there.

To ensure the safety of our guests and the ecology we encounter, Panorama Destination tours adhere to a clear set of protocols for marine excursions:

Panorama Destination Policy | Marine tours

It is imperative that tours involving interactions with marine animals and ecosystems in the wild have an emphasis on sustainability, with associated risks and best practices clearly outlined to all who participate. Packages that include activities such as swimming, snorkelling, diving and water sports must not cause any damage to coral reefs, marine animals or the ocean itself. Clients must be properly equipped and briefed in the appropriate precautions to ensure their own safety and also the integrity of the habitat they are visiting.

- ✓ Do not feed any marine wildlife
- ✓ Do not touch or stand on any coral
- ✓ Do not collect anything from the water except trash (coral, shells, animals, plants etc. should not be extracted under any circumstances)
- ✓ Do not approach marine wildlife
- ✓ Never touch turtles, their eggs, or hatchlings
- ✓ Bring back all plastic waste
- ✓ Avoid using sunscreen with Oxybenzone, as it can be harmful to reefs

Tourism Tips

Wildlife products / souvenirs

With the natural world under an increasing amount of pressure from human development, loss of habitat, mass extinction and overfishing, many animal and plant species are under threat. A key juncture at which this global crisis overlaps with tourism is in the trade or sale of wildlife and wildlife products. Therefore, any instances where Panorama Destination operations come into contact with these practices should be carefully managed, controlled and reported to ensure the company is having a positive influence on tourism trends in this area.

Panorama Destination Policy Animal products & souvenirs

Panorama Destination does not support the purchase of any animal products or animal souvenirs, especially from endangered species, in accordance with the IUCN Red List of Threatened Species or CITES.

This includes the following:

- Sea shells
- Corals
- Turtles and their shells
- Starfish
- Sea urchins
- Snails
- Fur or skins
- Animal products intended for use in traditional medicine
- Food made from animal products, including shark fin soup, turtle soup, snake blood, bear bile, tiger bone wine, dog/cat meat

CITES

The Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) was established in 1975 to protect wild animals and plants from over-exploitation through international trade. Approximately 178 countries (Parties) have now signed CITES and more than 30,000 plant and animal species are now protected. For permits to be issued, countries should first ensure that trade in the animal or plant concerned will not negatively impact the survival of the local, regional or global population of the species (the Non Detriment Finding or NDF).



Guide training and practice

To ensure that Panorama Destination policies are understood and implemented, the company makes sustainability training activities available to all staff. Such provision is allocated to the on-boarding of new staff and existing employees with regards to the animal welfare practices outlined in this policy. Management are fully versed and active in the incorporation of these principles in products, operational procedures and contracts with suppliers. Guides are given particular training to help them support clients in acting responsibly when visiting animal attractions, and are also trained to identify and report potential violations of this policy when visiting suppliers.



Tips for travelers

Panorama Destination clients are expected to follow the advice of their designated guides when visiting animal attractions or interacting with wildlife. Any special considerations or concerns will be outlined by the guide and in the product literature where necessary.

In addition, for travelers in Indonesia, Thailand, Malaysia or Vietnam, the following collection of tips and guidelines may be useful:

- ✓ When visiting animal attractions, consider The Five Freedoms
- ✓ Do not purchase animal souvenirs
- ✓ Do not approach or feed wild animals
- ✓ Do not touch or stand on corals
- ✓ Avoid animal performances that exhibit unnatural animal behavior
- ✓ Do not give money to beggars or street performers using animals
- ✓ Do not pose for photographs with tigers
- ✓ Report violations of animal welfare to a Panorama Destination representative



Tips for Suppliers

Panorama Destination is committed to supporting suppliers in their efforts to improve animal welfare standards, and actively encourages a more sustainable approach to operations in all facilities with which the company is affiliated. Below is a short example of baseline requirements that are shared with suppliers. These tips are intended to form a foundation for further advancement of animal welfare actions:

Welfare and care:

- All animals should be kept in clean, comfortable, species-appropriate and enriched environments
- Animal welfare at the sanctuary should be under the active supervision of a licensed veterinarian

Permits, Licences & Records:

The following documents should be readily available and, where appropriate, publicly displayed

- Copies of all permits and licences from relevant government departments necessary for legal operation of the facilities
- A copy of the past year's records showing the source and destination of all animals acquired or disposed of by the facility
- A signed letter from a licensed veterinarian confirming their active supervision of animal welfare in the facility
- A copy of the facility's written education policy

The SPIRIT of **Panorama** 

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