



FIRST PUBLIC SUSTAINABILITY REPORT

MekongTouch | Vietnam · Cambodia · Laos

June 2026

First structured publication as part of Travelife monitoring

Introduction



MekongTouch is formalising its sustainability approach today in a first public report.

Some responsible practices were already in place within the company, in a progressive and informal way. They are now brought together for the first time in a clear, accessible and published document.



Why this report?

This document provides evidence of transparency as part of Travelife monitoring (criterion 1.16 — Public reporting), and serves as a reference point for the next two years.

Who we are

MekongTouch is a human-scale B2B DMC (Destination Management Company), specialising in creating tailor-made experiences in Vietnam, Cambodia and Laos.



Tailor-made travel

Cultural itineraries and programmes personalised to the expectations of each group.



Groups & MICE

Coordination of incentives, conventions and business travel across Southeast Asia.



On-the-ground presence

Local teams in Vietnam, Cambodia and Laos, working directly with our partners.

Responsible tourism, a realistic path forward

MekongTouch does not claim to achieve a perfect form of tourism. Our vision is to move forward step by step, with consistency, towards experiences that are more respectful of the places, cultures and people we introduce our travellers to.



Experiences rooted locally, as close as possible to on-the-ground realities



Limiting negative impacts on the environment, whenever possible



Valuing local communities rather than standardising them



Progressively encouraging more responsible practices, both internally and with our partners

What we have already put in place

Before this publication, several responsible actions had already been undertaken, progressively, within our offices and operations.



Paper reduction

Progressive reduction of internal printing and paper materials sent to clients.



Reusable water bottles

Use encouraged to reduce reliance on single-use plastic.



Team awareness-building

Progressive internal discussions on sustainability issues and good practices.



A commitment to structure

An approach still informal, which this report aims precisely to organise.

Reducing plastic and paper

Our concrete actions

- ✓ Reusable water bottles offered or encouraged within teams
- ✓ Progressive reduction of internal printing
- ✓ Internal and administrative documents increasingly digitised
- ✓ Increased attention to materials sent to partners and clients



These gestures remain simple, but provide a concrete foundation on which we want to build a more formalised policy.

■ Quantitative data (volumes, %) to be completed if available.

More responsible experiences in our programmes

Whenever the programme allows it, MekongTouch favours gentler activities and alternatives that respect the places visited.



Gentler activities

Walking, cycling, travel by sampan, encounters with local people.



Responsible alternatives

Offered whenever the programme and destination allow it.



Pace and relevance

Close attention to distances travelled and the purpose of each activity.



Authenticity first

A preference for genuine experiences over standardised ones.

Activities we refuse

MekongTouch refuses to offer or include the following activities in its programmes, regardless of the request:



Elephant riding



Shows involving animals



Crocodile farms run as tourist attractions



Orphanage visits



Activities disrespectful of local communities



Experiences that undermine human dignity, local culture or animal welfare

Local communities and craftsmanship

Whenever possible, our programmes include experiences that directly support local communities and traditional craftsmanship.



Craft workshops

Visits to traditional workshops and meetings with local artisans.



Community encounters

Organised exchanges with communities in the regions visited.



Meals with local families

Shared moments around local cuisine and traditions.



Traditional craftsmanship

Celebrating techniques and trades passed down through generations.

These experiences are included in our programmes whenever the destination and logistics allow it.

Local partners and initiatives

MekongTouch works with, or has reached out to, several local organisations involved in training, craftsmanship and biodiversity protection.



KOTO

Vietnam

Restaurant and social project supporting the training of disadvantaged youth.

Discussions under way



École Paul Dubrule

Cambodia

Professional training in hospitality trades.

Discussions under way



Mekong Quilts

Vietnam / Cambodia

Textile craftsmanship and direct support for local communities.

Partnership being structured



GreenViet

Vietnam

Biodiversity protection, particularly for monkey populations.

Discussions under way

Supplier selection

MekongTouch wants to strengthen its selection criteria across all its suppliers, as part of an ongoing improvement process.



Accommodations attentive to the environment



Local restaurants or those with social impact



Local guides, trained and informed



Suppliers respectful of communities



Better collection of information on suppliers' responsible practices

Overview of the last two years



Formalised internal actions

Paper reduction, reusable water bottles, progressive team awareness-building.



First responsible partnerships

Connections established with KOTO, École Paul Dubrule, Mekong Quilts and GreenViet.



Local experiences integrated

Craft workshops, community encounters and meals with local families added to our programmes.



Sensitive activities excluded

Systematic refusal of activities disrespectful of communities and animal welfare.

Goals 2026 – 2028

1 Publish a public report at least every two years

2 Formalise a supplier checklist

3 Strengthen briefings with guides

4 Develop low-impact alternatives

5 Continue reducing plastic and paper

6 Structure partnerships with local stakeholders

7 Improve tracking of Travelife evidence and indicators

8 Organise an on-the-ground sustainability action every 6 months, if realistic

Our next steps

2026

2027

2028

Publication & structuring

Publication of the first report, formalisation of criteria, website update.

Monitoring & awareness-building

Supplier monitoring, guide awareness-building, development of local partnerships.

New publication

New public update of the sustainability report.

A step forward, not a finish line

MekongTouch does not present this report as a finish line, but as a step in an ongoing process of structuring. The aim is to move forward progressively, transparently and in a way that reflects the company's actual reality.

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