

PALO IT Thailand Sustainable Travel Policy

Air Travel | Accommodation | Ground Transportation | Expense Reimbursement

Policy Owner	Sustainability Team — Sustainability & Impact Lead
Effective Date	2026
Version	1.0
Review Cycle	Annual or when significant regulatory/industry changes occur
Information Classification	CONFIDENTIAL — Sensitive business information
Applies To	All permanent PALO IT Thailand employees undertaking business travel
Sustainability Contact	nnarischat@palo-it.com kkakkanantadilok@palo-it.com

⚠ Items highlighted in this policy as 'Under Consideration' are recommendations that have not yet been formally adopted. They are included as forward-looking guidance and will be reviewed for implementation in subsequent policy versions.

Policy Overview

Objective: To minimize the environmental impact of PALO IT Thailand's business travel by promoting responsible choices in air travel, accommodation, and ground transportation, while ensuring employee comfort and practicality.

Scope: This policy applies to all permanent employees under PALO IT (THAILAND) LTD. contract agreement who are required to travel within the country or overseas for business-related matters, including onsite client travel.

Alignment: This policy supports PALO IT Thailand's GHG reduction commitments and B Corp certification values.

This document integrates PALO IT Thailand's Sustainable Travel Guidelines with the Company Travel Reimbursement Policy (updated 01 Aug 2024) into a single consolidated reference.

SECTION 0: Pre-Approval & Expense Submission Requirement

All business travel must be pre-approved before any expenses are incurred. This applies to all travel types including client visits, conferences, training, and upcountry or overseas assignments.

0.1 Pre-Approval Requirements

All business travel must be pre-approved by the Hive Master, Department Head, or Project Lead and COO:

Travel Type	Approval Lead Time	Method
Travel within Bangkok Metropolitan Region	At least 3 days prior to travel date	Email approval
Upcountry Travel	At least 5 days prior to travel date	Email approval
Overseas Travel	At least 10 days prior to travel date	Email approval

The approval email must include: travel dates, destination, purpose, and team members involved.

The approval email must be CC'd to Finance & Accounting and People & Culture for acknowledgment and reimbursement processing.

0.2 Expense Reporting & Reimbursement

- Employees must submit a detailed expense report within 30 days of completing the travel
- Original receipts must be submitted for all expenses. Where receipts are unavailable, a written explanation must be provided
- Expense reports must be reviewed and approved by the Department Head and Finance before reimbursement is issued
- Approved claims will be processed and paid by end of the month in which approval is received

- Business Trip Reimbursement Form must be submitted via the Fitnet System

For questions or clarification on pre-approval or reimbursement, contact Meenah (kkunprasert@palo-it.com) — Finance & Accounting.

SECTION 1: Air Travel Guidelines

PALO IT Thailand is committed to reducing the carbon footprint associated with business air travel. The following guidelines apply to all employees booking flights for business purposes.

1.1 Objective

To minimize GHG emissions from air travel by promoting responsible airline selection, travel class decisions, and booking practices, aligned with PALO IT Thailand's Scope 3 Category 6 reduction targets.

1.2 Airline Selection

When booking flights, employees and travel administrators should prioritize airlines that demonstrate a credible and ambitious commitment to reducing their greenhouse gas emissions. Selection criteria include:

- Publicly stated GHG reduction targets, including interim targets and pathways to net zero
- Active investment in and utilization of Sustainable Aviation Fuel (SAF):
 - Bangkok Airways
 - Thai Airways
 - Singapore Airlines
 - Vietjet Airlines
- Operation of a modern, fuel-efficient aircraft fleet
- Transparent reporting of carbon emissions per passenger-kilometer or equivalent metrics (e.g., Thai Airways: 4.28 litres/passenger-km in 2019; Singapore Airlines provides an emissions calculation tool on their sustainability page)
- Use of the company's preferred travel booking tool, which should ideally display airline sustainability information where available

Regulatory Context: SAF in Thailand

The Civil Aviation Authority of Thailand (CAAT) is preparing to require airlines flying out of Thailand to use 1% SAF in 2026, increasing to 3–5% in subsequent years. SAF

significantly reduces lifecycle emissions compared to conventional jet fuel. PALO IT Thailand supports this transition by prioritizing SAF-investing airlines.

1.3 Domestic & Upcountry Flights

For upcountry travel by flight, employees must book economy or budget airlines only (e.g., Thai AirAsia, Nok Air, Tiger Air). Receipts are required for reimbursement.

Advance booking is strongly encouraged to reduce last-minute premium fares and carbon impact from less-efficient partially filled flights.

1.4 Business Class Restrictions

Economy class is the standard travel class for all PALO IT Thailand business air travel. Business or first-class bookings will have a lower reimbursement rate compared to economy class equivalents.

Business class may be approved on a case-by-case basis under the following exception criteria:

#	Exception Criteria	Approval Required
1	Long-haul flights exceeding 6 hours (to ensure employee well-being)	Line Manager Approval
2	Documented medical reasons requiring a higher class of seating	HR + Line Manager Approval
3	Explicitly mandated by a key client contract or critical client-facing engagement	Business Lead + Finance Approval
4	Strategic business reasons assessed on a case-by-case basis	C-Level Approval

Any business class booking must be documented with the applicable exception of reason and approval prior to ticket purchase.

1.5 Overseas Flight Booking

Overseas flights must be pre-booked at least 15 days in advance through the Admins Team. Travel insurance is provided for all overseas business trips.

1.6 Booking Practices

- Use the company's preferred booking tool for sustainability information on airlines
- If booking directly, review the airline's sustainability report or initiatives before confirming
- Consider non-stop routes where feasible — connecting flights increase fuel burn
- Advance booking is encouraged to reduce cost and carbon impact

SECTION 2: Accommodation Guidelines

PALO IT Thailand requires employees to make environmentally responsible accommodation choices during business travel, helping reduce Scope 3 Category 6 emissions.

2.1 Preferred Accommodation Criteria

Employees are strongly encouraged to prioritize accommodations with recognized environmental certifications:

- Global: LEED, Green Key, EarthCheck, ISO 14001
- Thailand / ASEAN: Thai Green Leaf Standard, ASEAN Green Hotel Standard

Where eco-certified options are unavailable, prioritize accommodations demonstrating sustainability commitment through:

- Renewable energy use and energy efficiency programs
- Water conservation programs
- Responsible sourcing and green procurement
- Biodiversity conservation initiatives

2.2 Hotel Lodging Allowance

Employees are entitled to reimbursement for hotel lodging during overnight business travel. All accommodations must be pre-approved and adhere to company booking procedures:

Destination	Maximum Reimbursement	Booking Requirements
Upcountry & Metropolitan Region*	1,000 THB / Night / Person	Receipt required
Overseas (SEA)	Actual cost (reasonable)	Pre-booked 10 days in advance via Admins Team
Overseas (over 6 hrs flight)	Actual cost (reasonable)	Pre-booked 10 days in advance via Admins Team

*Metropolitan Region: Nakhon Pathom, Nonthaburi, Pathum Thani, Samut Prakan, Samut Sakhon

2.3 Employee Responsibilities During Stay

- **Conserve Energy:**
 - Turn off lights, air conditioning, and electronics when leaving the room
 - Use natural light and ventilation whenever possible
- **Conserve Water:**
 - Be mindful of water usage — consider shorter showers
- **Reduce Waste:**
 - Use recycling bins; avoid single-use plastics
- **Opt-Out of Unnecessary Services:**
 - For stays of 1–2 nights, decline daily room cleaning or linen changes to conserve resources
- **Choose Sustainable Transportation:**
 - Use public transport, walking, or cycling from accommodation whenever feasible

2.4 Feedback & Continuous Improvement

Employees are encouraged to provide feedback on hotel sustainability practices to the Sustainability Team, to inform future booking decisions, and encourage hotels to improve.

SECTION 3: Ground Transportation Guidelines

This section covers both business travel ground transportation and employee commuting. Guidelines aim to reduce reliance on private vehicles and promote low-emission alternatives.

3.1 Daily Allowance for Upcountry & Overseas Travel

A daily allowance is provided to all staff working upcountry or overseas who stay overnight. Employees must submit the Business Trip Reimbursement Form to Finance & Accounting after the trip:

Destination	Daily Allowance Rate
Upcountry* (outside Bangkok Metropolitan Region)	400 THB / Day
Overseas — SEA countries	800 THB / Day
Overseas — over 6 hours flight	1,400 THB / Day
Overseas — Hong Kong & Singapore	1,400 THB / Day

*Upcountry = outside Bangkok Metropolitan Region (Bangkok, Nakhon Pathom, Nonthaburi, Pathum Thani, Samut Prakan, Samut Sakhon)

3.2 Priority Hierarchy for Ground Transportation

Employees should select transportation modes in the following order of preference (highest sustainability priority first):

Priority	Mode	Guidance
1 (Best)	Walking / Cycling	Zero emission. Encouraged for short distances where safe and practical.
2	Public Transportation (BTS/MRT/Bus)	BTS Skytrain and MRT Subway preferred for Bangkok travel. Lower emission and cost-effective. BMTA EV bus options recommended for comfort.
3	EV Ride-hailing (Grab EV)	Prioritize EV options on Grab or equivalent. Combine multiple stops into single trips where possible.
4	Carpooling	Share rides with colleagues travelling the same route. Recognition program in place (see 3.4).
5	EV Rental Car	For upcountry or locations not served by public transport. Prioritize EV; choose most fuel-efficient if EV unavailable.
6	Taxi / Grab / Ride-hailing	For locations not accessible by BTS/MRT (more than 1 km from nearest station). Provide fare screenshot from PALO IT office to destination for reimbursement.

Priority	Mode	Guidance
7 (Avoid)	Personal Car (Petrol/Diesel)	Use only when no other option is feasible. Reimbursed at 10 THB/km from PALO IT Head Office. Log of dates, destinations, purpose, and km required.

3.3 Reimbursement by Transport Mode

The following reimbursement rules apply to ground transportation expenses:

Transport Mode	Reimbursement Details	Documentation Required
Travel within Bangkok (near BTS/MRT)	MRT/BTS preferred — actual fare	Receipt or fare screenshot
Travel within Bangkok (>1km from BTS/MRT)	Grab, Bolt, Lineman, or Local Taxi — actual fare from PALO IT Head Office	Screenshot of fare + Fitnet form
Upcountry by Train	Up to 1,000 THB per trip / travel time ≤12 hours	Train ticket receipt
Upcountry by Company Car	Arranged by company (3 days' notice required)	Request via Admin Team
Upcountry by Bus	Actual bus ticket cost	Bus ticket receipt
Personal Car	10 THB per km from PALO IT Head Office	KM log + Fitnet form
Toll Fee	Actual toll cost	Original receipt
Parking Fees	Actual parking cost	Original receipt
Miscellaneous	With prior approval	Original receipt + written justification

Starting location for all reimbursement calculations is PALO IT TH Head Office: 159/37 Serm-mit Tower, 23rd Floor, Sukhumvit 21 (Asoke), Bangkok.

3.4 Carpooling Recognition Program

PALO IT Thailand actively encourages carpooling to reduce commuting emissions. The following recognition initiatives are in place:

- Encouraged for colleagues travelling the same route.
- Carpool groups will be recognized in company-wide communications, such as Teams announcements or the monthly sustainability segment during Town Hall
- Active participation in carpooling will be acknowledged as a sustainability contribution in the employee annual performance review
- A monthly carbon savings leaderboard will be shared internally, showcasing CO2e reductions achieved by carpool groups
- Employees in carpool arrangements are permitted to use the office drop-off zone for passenger disembarkation, even when on-site parking is unavailable, provided the driver does not occupy the space

Under Consideration (Future Policy Enhancements)

- Monthly transport allowance or subsidy for employees who regularly use public transportation

3.5 Employee Commuting

PALO IT Thailand actively tracks employee commuting emissions as part of Scope 3 Category 7 reporting:

- Annual Employee Commuting Survey: All employees are required to submit commuting information (distance, mode, frequency) for accurate emission calculation
- Hybrid / WFH Policy: Employees currently work from office 2 days per week. Remote work is encouraged to reduce commuting frequency and emissions
- Public Transport Encouragement: Employees are encouraged to use BTS/MRT and other public transport for daily commuting

SECTION 4: Governance, Monitoring & Compliance

4.1 Governance

This policy is jointly owned by the PALO IT Thailand Sustainability Team and Finance & Accounting and is reviewed annually or when significant regulatory changes occur. Sustainability performance, including travel-related emissions, is reported as a standing agenda item in weekly C-level leadership meetings.

4.2 Emission Monitoring

- Business travel (Scope 3 Cat. 6) and employee commuting (Scope 3 Cat. 7) emissions are calculated annually using GHG Protocol methodology
- Emission data is tracked in PALO IT Thailand's GHG management platform (Impact Tracker)
- Results are reviewed by the Sustainability Team and reported to leadership on an ongoing basis
- The Sustainability Team tracks and calculates emissions yearly, reviewing and updating this policy based on data and feedback

4.3 Communication & Training

- This policy will be communicated to all employees upon onboarding and reviewed annually
- Resources and support will be provided to help employees make sustainable travel choices
- Where available, sustainable transportation options will be integrated into the company travel booking system
- Employees are encouraged to provide feedback on sustainable travel options to the Sustainability Team

4.4 Compliance

Employees are expected to comply with this policy when arranging and undertaking business travel.

- Non-compliance with expense reimbursement guidelines (e.g., business class without prior approval) may result in partial reimbursement only
- Expenses incurred without prior approval and notification to Finance & Accounting and People & Culture will be rejected
- Exceptions and approvals must be documented and submitted to the relevant approver prior to booking
- The Sustainability Team and Finance may audit travel expense claims to assess policy compliance

4.5 Policy Review History

Version	Date	Changes
1.0	01 Aug 2024	Initial Travel Reimbursement Policy release

Version	Date	Changes
1.0 (Integrated)	2026	Integration of Sustainable Travel Guidelines with Reimbursement Policy

Contact Information

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For reimbursement forms: Submit via Fitnet System

This Sustainable Travel Policy has been approved by the Managing Director of PALO IT Thailand and is effective from June 2026.

Role	Signatory
Frederic Bernaroyat (Managing Director)	

