

# SUSTAINABILITY POLICY EAST AFRICAN VOYAGE

Updated 15/11/2023

## 1. Sustainability Management & Legal compliance

East African Voyage commits to sustainability management by;

- 1.1. Having an employee appointed who is responsible for sustainability coordinator tasks;
- 1.2. Having a sustainability mission statement that is communicated to customers, partners and suppliers;
- 1.3. Having an accessible and written sustainability policy that aims for a reduction of the negative social, cultural, economic and environmental impacts of the company's activities; and includes employee related health and safety aspects;
- 1.4. Having sustainability guidelines and assessment system in place to identify the sustainability performance of key suppliers/partners;
- 1.5. Ensuring company's transparency in sustainability by public reporting and communicating;
- 1.6. *Ensuring that all staff are fully aware of our Sustainability Policy and are committed to implementing and improving it.*
- 1.7. East African Voyage commits to complying with all national legislation, regulations and codes of practice.
- 1.8. Wherever possible, joint initiatives will be undertaken with other tour operators and/or stakeholders to promote sustainability in the hospitality sector. East African Voyage is committed to participating in such community or local, national or international initiatives.

## 2. Internal management: social policy & human rights

- 2.1. East African Voyage commits to sustainable internal management by having clear written and well-communicated social policy by;
- 2.2. Granting employees the freedom of employment and contract termination with advance notice (ideally minimum one month) and without penalty
- 2.3. Including labor conditions according to national labor law and a job description in the employment contract;
- 2.4. Mentioning the wage rate in the contract which is equal to or above the national legal wage;
- 2.5. Determining and compensating of overtime working hours based on mutual agreement;
- 2.6. Granting employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance;

- 2.7. Having health and safety policies for employees which complies to national legal standards;
- 2.8. Having first aid sets and trained staff available at all relevant locations;
- 2.9. Obeying to national concerning Minimum Age for Admission to Employment;
- 2.10. Having documented effective procedures in place for employees to voice out their complaints and expectations;
- 2.11. Having a clear disciplinary procedure that is effectively communicated to employees;
- 2.12. Having a measurement system for employee satisfaction on a regular basis;
- 2.13. Providing periodic guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters;
- 2.14. Creating opportunities for students that participate in traineeship/internship/apprenticeship;
- 2.15. Encouraging employment opportunities for persons with special needs;

East African Voyage commits to practice human rights by;

- 2.16. Declaring not to hinder trade union membership, collective labor negotiations and representation of members by trade unions;
- 2.17. Participating and complying with (sector wide) collective labor condition negotiation structures (if locally existing)
- 2.18. Prohibiting discriminations, regarding recruitment, conditions of employment, access to training and senior positions, or promotion in terms of gender, race, age, disability, ethnicity, religion/beliefs or sexual orientation;
- 2.19. Ensuring that all employees have an equal chance and access to resources and opportunities for personal development through regular training, education.

### **3. Internal management: environment and community relations**

East African Voyage commits to environment and community relations by;

- 3.1. Actively reducing the use of disposable and consumer goods;
- 3.2. Favoring the purchase of sustainable goods and services, office and catering supply, give-aways and merchandise;
- 3.3. Purchasing products in bulk, in order to reduce the amount of packaging materials;
- 3.4. Setting copy and printing machines by default to double-sided printing or other forms of paper saving modes;
- 3.5. Using cleaning materials which are non-hazardous, non-eutrophic and biodegradable and locally produced;

- 3.6. 'Internet only' policy to reduce paper usage;
- 3.7. Switching off Lights and equipment when not in use and setting equipment by default in the energy saving mode, where feasible;
- 3.8. Preferring low energy equipment when buying new items, including considerations of cost and quality;
- 3.9. Using dual flushes in the office toilet;
- 3.10. Equip the taps with water flow reducers;
- 3.11. Complying with the national legislation concerning waste disposal;
- 3.12. Reducing the amount of packaging materials and not provide non-recyclable or non-biodegradable package materials;
- 3.13. Taking action to reduce the amount of (non-re-fillable) plastic bottles of drinking water for office use;
- 3.14. Implementing waste reducing methods when using ink and toner cartridges for printing and copying, whenever feasible;
- 3.15. Complying with national legislation of wastewater treatment, which should be reused or released safely;
- 3.16. Using lead-free and water based paints, both inside and outside;
- 3.17. Implementing practices to minimise pollution from its buildings;
- 3.18. Measuring and reducing staff related travel and use more sustainable modes of transport;
- 3.19. Encouraging employees to use public transport or sustainable means of transport;
- 3.20. Reducing transport related impacts by tele-work, tele/video meetings, work-at-home policies or other means;
- 3.21. Maintaining and properly checking motorized company vehicles, to reduce emissions and energy use and make sure they comply with the legal emission standards;
- 3.22. Providing periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;
- 3.23. Complying with land use, zoning and protected or heritage area laws and regulations; when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- 3.24. Sustainably planning, designing and constructing of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials;
- 3.25. Contributing to the protection and preservation of local historical, archaeological, culturally, and spiritually important properties and sites, and not impede access to them by local residents;
- 3.26.

#### **4. Transport**

East African Voyage tries to ensure that vehicles used on tours do not cause more than average pollution. We believe that transport is an important aspect of sustainable tourism, and we do our best to decrease the average pollution level.

East African Voyage commits to this by giving the option to offset the CO2 Emission of the vehicle.

In addition, drivers are not allowed to drive off road in parks and conservation areas. They must respect wild animals during safaris and not frighten them:

- Strictly respecting speed limits in parks and conservation areas
- Avoid getting too close to the animals, despite possible pressure from guests,
- Respecting regulations in parks and conservation areas: conduct and behavior

#### **5. Accommodations**

East African Voyage tries to achieve a tourism supply chain that is fully sustainable. The partner accommodations play an important role in achieving this, and are stimulated and motivated to adapt sustainable practices.

East African Voyage commits to this by selecting accommodations that comply with:

- 5.1.** Sustainability and quality standards with a special focus on the following items;
  - Do they have a water saving program?
  - Do they have an energy saving program?
  - Do they have a waste management program?
  - Do they have an energy reduction system?
  - Do they have a child protection policy?
  - Do they conduct CSR activities?
  - Do they train employees in Health & Safety?
- 5.2.** Motivating and encouraging partner accommodations to become sustainably certified;
- 5.3.** Preferring and selecting accommodations that are locally owned and managed;
- 5.4.** Selecting accommodations that employ local communities;
- 5.5.** Having accommodations sign a sustainability addendum;
- 5.6.** Encouraging accommodations to fill in the sustainability questionnaire to gain insight in their practises;

- 5.7. Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;
- 5.8. Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by;
- 5.9. Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children;
- 5.10. Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children
- 5.11. Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;
- 5.12. Terminating cooperation with accommodation in case of clear evidence that contracted accommodations jeopardize the provision of integrity of basic services such as food, water, energy, healthcare, or soil to the neighboring companies.

## **6. Excursions and Activities**

East African Voyage values animal and community welfare extremely high and aims at tours that only leave a minor footprint. We are safeguarding the authenticity of the communities and the natural environment, and are strongly against harming wildlife and polluting the environment.

East African Voyage commits to this by;

- 6.1. Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination;
- 6.2. Advising guests on behavior standards during excursions and activities with a main focus on respecting the local culture, nature, and environment;
- 6.3. Communicating our sustainability objectives and requirements to contracted and other relevant excursion providers by distributing this information via code of conducts, representative agents, social media, email, discussions, and/or meetings, to minimize negative visitor impact and maximize enjoyment;
- 6.4. Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- 6.5. Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- 6.6. Not being involved with companies that harvest, consume, display, sell, or trade wildlife species unless it is part of a regulated activity that ensures that their utilization is sustainable and in compliance with local, national, and international law;

- 6.7. Having skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations;
- 6.8. Promoting and advise our guests on excursions and activities which directly involve and support local communities by purchasing services or goods, traditional crafts and local (food) production methods, or visiting social projects;
- 6.9. Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects.

## **7. Tour leaders, local representatives and guides**

East African Voyage aims at involving as many locals as possible by employing them in the tourism business. We stand for a fair and safe working environment that supports and respects local communities.

East African Voyage commits to this by;

- 7.1. Ensuring that all employees have a written employment contract, including labor conditions and a job description, and fully understand the terms and conditions;
- 7.2. Preferring to work with local tour leaders, local representatives, local tour guides, porters, drivers, cooks, and other local staff in case of equal ability, and provide training as required;
- 7.3. Ensuring that our local partners comply with all applicable international, national, and local laws and regulations, industry minimum standards, and any other relevant statutory requirements whichever requirements are more stringent;
- 7.4. Paying tour leaders, local representatives, guides, porters and other local staff contracted by us at least a living wage that is equal to or above the legal minimum or relevant industry standard;
- 7.5. Ensuring that our tour guides, hosts, and other employees under contract are qualified and trained regularly;
- 7.6. Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it
- 7.7. Having our tour leaders, local representatives and guides inform clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation);
- 7.8. Training our employed tour leaders and local representatives on the avoidance of sexual exploitation of children. This will include training on how to check the requirements concerning exclusion of child abuse.

## **8. Destinations**

East African Voyage commits to a sustainable destination by;

- 8.1.** Complying with legally based spatial planning, protected areas and heritage regulations. Also with destination management strategies of local, regional and national authorities;
- 8.2.** Supporting biodiversity conservation, including protected areas and areas of high biodiversity, through integration in product offers;
- 8.3.** Promoting souvenirs which are locally produced and do not contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts

## **9. Customer communication and protection**

Prior to booking, East African Voyage commits to customer communication and protection by;

- 9.1.** Making a company guideline available for client consultation, which is followed by client advisors;
- 9.2.** Ensuring that customer privacy will not be compromised;
- 9.3.** Making product and price information clear, complete and accurate, with regards to the company and its products and services, including sustainability claims;
- 9.4.** Providing destination information, including sustainability aspects
- 9.5.** Promoting sustainable accommodations, excursions, packages and/or transport options.
- 9.6.** Clearly inform (potential) direct customers, about sustainability commitments and actions.

After booking and during holidays, Travelife partner companies are required to:

- 9.7.** Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.
- 9.8.** Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution
- 9.9.** Inform customers about risks and precautions related to health and safety matters in the destination.
- 9.10.** Keep a contact person and a telephone number permanently available for emergency situations.
- 9.11.** Train personnel and keep guidelines available, on how to deal with emergency situations

- 9.12. Give clients information about codes of conduct for sensitive excursions and activities, in order to minimize negative visitor impact and maximize enjoyment.
- 9.13. Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.
- 9.14. Inform clients about applicable legislation concerning the purchasing, sales, import and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination.
- 9.15. Motivate clients to use local restaurants and shops

After holidays, Travelife partner companies are required to:

- 9.16. Measure systematically client satisfaction and take into account the results, for service and product improvements.
- 9.17. Include sustainability as an integral part of the research into client satisfaction.