

**Sunworld Safaris**  
**Environment Policy**

**Our Motto:**  
**“Going Green Together”**

As a responsible Tour company who engage with various stakeholders in tourism, namely consumers, tour guides, hotels & lodges, luxury camps, transport companies, restaurants, and attractions. **Sunworld Safaris** understands our key role and influence in the sustainability development of Tourism. Therefore, we are committed to promoting sustainability. We aim to follow, implement and promote good sustainability practices to maximize positive impacts and minimize negative impacts on tourism of our operations and to influence our clients and partners to do the same.

Our sustainability policy is as per below:

## 1. Sustainability Management & Legal compliance

We commit to sustainability management, practiced by these following actions:

- We have an appointed employee who is responsible for sustainability coordinator tasks;
- We have sustainability mission statement that is communicated to customers, partners and suppliers through our web-site.
- We aim for a reduction of the negative social, cultural, economic and environmental impacts of our company's activities; and include employee related health and safety aspects;
- We collaborate and are actively involved in external forums and working groups which are supportive to sustainability in tourism; E.g. the **East African Wildlife Society, KATO Environment Committee / KTF Environment committee**
- We have conducted a baseline assessment of the company's performance on sustainable practices;
- We have sustainability guidelines and and assessment system in place to identify the sustainability performance of key suppliers/partners;
- We have a sustainability action plan with clear targets, actions, measures, responsibilities and time planning;
- We have various trainings throughout the year to brief our staff of our Sustainability Policy and are committed to implementing and improving it.

We commit to complying with all national legislation, regulations and codes of practice.

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

We commit to sustainable internal management by having clear written and well-communicated social policy that includes the following principles:

- We grant employees the freedom of employment and contract termination with notice (ideally minimum one month) and without penalty
- We include labor conditions according to national labor law and a job description in the employment contract;
- Wage rate is to be mentioned in the contract and equals or above the national legal wage;
- We determinate and compensate of overtime working hours based on agreement;
- We provide medical treatment and assistance for them & their family members;
- We grant employees fixed paid yearly holiday and sick leave and unpaid annual leave;
- We have health and safety policy for employees which complies to national legal standards;
- We have first aid sets and trained staff are available at all relevant locations;
- We obey national concerning Minimum Age for Admission to Employment;
- We have documented effective procedures in place for employees to voice out their complaints and expectations;
- We provide guidance and training for employees on roles, rights and responsibilities regarding health and safety issues. This includes fire and relevant natural disasters;
- We have created opportunities for students in participating in traineeship/ internship/apprenticeship;
- We encourage employment opportunities for persons with special needs;

We commit to practice human rights by ensure the enforcement of following practices:

- We prohibit discriminations, regard to 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;

- We ensure 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**

We commit to practice environmental protection and enhance community relations by ensuring the enforcement of following practices:

- Actively reduce the use of disposable and consumer goods;
- Favor the purchase of sustainable goods and services, office and catering supply, giveaways and merchandise;
- Purchase products in bulk, to reduce the amount of packaging materials;
- Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label, if locally available;
- Brochures are all in soft copy – no printed material
- We compensate CO2 emissions through Tree Planting & Growing initiatives through East African Wildlife Society, KATO and KTF, Sustainable Inclusive Business Kenya
- Purchase green energy and energy efficient lighting for all areas, when available;
- Employees are advised to switch off Lights and equipment when not in use, switch on/off systems
- We are purchasing low energy equipment when buying new items, including considerations of cost and quality;
- We have active policy to reduce water consumption, implemented and monitored by the workshop.
- We have Installed water saving equipment in toilets
- We use rain water for our organic vegetable garden
- Comply with the national legislation concerning waste disposal;
- We have implemented a solid waste reduction and use a Garbage Collection Company that sorts 95% of all garbage, recycles and sells to recyclers.

- We take measures to reduce the amount of packaging materials and use brown paper bags for packaging of our client gifts. These are made by a self-help group of street boys in Kibera Slums.
- We have replaced all plastic bottles for clients & staff members in September 2018 with stainless steel or re-usable glass bottles.
- Old car batteries go back to our suppliers to dispose of responsibly
- We minimize and substitute the use of harmful substances and manage properly the storage, handling and disposal of chemicals;
- We have introduced sound proof rooms to minimize noise pollution for our neighbors.
- The majority of our employees uses public transport / some even bicycles
- We maintain all our custom safari built vehicles in-house – the majority are diesel with lower fuel consumption.
- We provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices;
- We are compliant with land use, zoning and protected or heritage area laws and regulations; when planning, designing, constructing, renovating, operating or demolishing company buildings and infrastructure;
- All planning, design and construction of new buildings or renovations, on locally appropriate and feasible sustainable practices and materials;

#### **4. Relationships with Partner Agents:**

Based on an inventory of our key partner agencies, we have developed and implemented a policy to improve sustainability of our partner agencies. Our aim is to make sustainable development concrete to each and every partner within our business.

We commit to this by;

- Keeping a list of the sustainability practices of partner accommodations and agents;
- Only working with organisations who are truly implementing sustainability in their tourism policy;

- Minimalizing the ecologic footprint of the office by travelling mainly via public transport, working as paperless as possible, separating waste, and to make use of certified recycled paper;
- Paying attention to the local benefits of communities when selecting local accommodations and their social policy for employees;
- Raising awareness among key partners on sustainable consumption by organising (online) campaigns; This is done through KATO mainly.
- Informing key partners on the Travelife and national tourism standards;
- Evaluating the sustainability practices regularly of our key partners to ensure their practices are truly sustainable;
- Informing key partners about the travel companies' sustainability policy and that they are expected to comply with it and/or communicate it to final customers where relevant;
- Including key sustainability clauses in contracts with inbound/receptive partners;
- Motivating incoming/inbound partners to participate in sustainability trainings for travel companies;
- Having a written contract with partner agencies;
- Including clauses in the partner contracts that enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain;
- Ensuring that partner companies comply with all relevant national laws protecting the rights of employees;

## 5. Transport

We try 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.

We commit to this by;

- Selecting the most sustainable options considering price and comfort when selecting transport options to the destination;

- Including sustainable (public) transport to the point of departure for the international/long distance journey;
- Considering and giving preference to more sustainable alternatives when selecting transport options for transfers and excursions in the destination, taking into account price, comfort, and practical considerations;
- Integrating and/or promoting one or more sustainable holiday products/packages based on a recognised methodology, including sustainable transport, sustainable accommodations, and sustainable activities.

## 6. Accommodations

We try 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.

We commit to this by;

- Selecting accommodations that comply with sustainability and quality standards with a special focus on the following items;
  - *Do they have a signed sustainability contract?*
  - *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 sustainable supply chain?*
  - *Do they have a child protection policy?*
  - *Do they conduct CSR activities?*
  - *Do they train employees in Health & Safety?*
  - *Majority of employees are from a local area & possibly local community ?*
- Motivating and encouraging partner accommodations to become sustainably certified;
- Preferring and selecting accommodations that are locally owned and managed;
- Selecting accommodations that employ local communities;

- Having accommodations provide evidence clarifying their sustainability goals and strategies;
- Having accommodations sign a sustainability addendum;
- Encouraging accommodations to follow best practices/trainings on responsible tourism;
- Encouraging accommodations to fill in the sustainability questionnaire to gain insight in their practises;
- Clearly and actively communicating our sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations;
- Giving clear preference to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification;
- Including standard sustainability clauses in all contracts with accommodation providers that focus on child labour, anti-corruption and bribery, waste management and protection of biodiversity;
- Offering incentives to accommodations that are actively engaging in sustainability;
- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded by;
  - Having a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children;
  - Having a clause dedicated to this aspect in their contract that enables our company to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children;
  - Training employees in children's rights, the prevention of sexual exploitation and how to report suspected cases;
  - Supporting, collaborating with, and engaging stakeholders in the prevention of sexual exploitation of children;



- Working with accommodations and restaurants that incorporate elements of local art, architecture, or cultural heritage; while respecting the intellectual property rights of local communities;

## **7. Excursions and activities**

We value 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.

We commit to this by;

- Having an inventory of environmentally or culturally sensitive excursions which are offered in each destination;
- Advising guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment;
- 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 minimise negative visitor impact and maximise enjoyment;
- Not offering any excursions that harm humans, animals, plants, natural resources such as water and energy, or which are socially and culturally unacceptable;
- Not offering any excursions in which wildlife is held captive, except for properly regulated activities in compliance with local, national, and international law;
- 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 utilisation is sustainable and in compliance with local, national, and international law;
- Having skilled and/or certified guides to guide our guests in sensitive cultural sites, heritage sites, or ecologically sensitive destinations; All our guides are members of the Kenya Professional Safari Guide Association of Bronze, Silver or Gold Level and they adhere to a code of standards and practise.
- 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;

- Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;

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

We aim 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.

We commit to this by;

- Ensuring that all employees have a written employment contract, including labour conditions and a job description, and fully understand the terms and conditions;
- 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;
- 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;
- 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;
- Ensuring that our tour guides, hosts, and other employees under contract are qualified and trained regularly;
- Ensuring that our local employees are informed on relevant aspects of our sustainability policy and comply with it, by newsletters, references or supplements to contracts, emails, or training and information sessions;
- Offering a special *sustainable travel* module in the trainings program for local tour guides and hosts, in which the main responsible tourism aspects are brought to attention followed by the role expected from the employees. This module will also include knowledge regarding the destination and its relevant sustainability aspects;
- 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);

- 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;

## **9. Destination**

We aim to maximize positive impacts and minimize negative impacts at destination to ensure the sustainable development of the places that we operate in.

We commit to this by:

- Considering sustainability aspects in the selection process of new destinations and possibly offer alternative, non-mainstream destinations;
- Consider selection of new destinations, which are reachable through more sustainable means of transport;
- Support initiatives that improve the relationships between accommodations and local producers;
- Influence and support local government (when possible, together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues;
- Support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and integration in product offers;
- Not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artefacts (except as permitted by law);

## **10. Customer communication and protection**

Customers welfare and information are very important to us. At Sunworld Safaris we ensure clear and constant communication and high protection to our clients.

Prior to booking, we commit to this by:

- Make available a company guideline for client consultation, which is followed by our Tours Consultants

- Ensure that customer privacy is not compromised; We have a data protection policy in place.
- Comply with relevant standards and voluntary codes of conduct in marketing and advertising messages, and not promise more than is delivered;
- Make product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims;
- Provide destination information, including sustainability aspects, which is factually correct, balanced and complete;
- Promote (Certified) sustainable accommodations, excursions, packages and/or transport options, with logos or other messages; ensuring they are recognizable to consumer and presented as the “better” option; We have added eco-friendly icons for accommodation on our web-site.
- Inform the customer about sustainable alternatives concerning accommodations, excursions
- Clearly inform (potential) direct customers, about sustainability commitments and actions;

After booking and during holidays, we commit to this by:

- Provide Information to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination;
- Inform consumers about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution;
- Inform customers about risks and precautions related to health and safety matters in the destination;
- Having a contact person and a telephone number permanently available for emergency situations;
- Train personnel and keep guidelines available, on how to deal with emergency situations;
- Provide clients with documented guidelines and/or codes of conduct for sensitive excursions and activities, to minimize negative visitor impact and maximize enjoyment.

- Provide customers with information about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents;
- 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;
- Motivate clients to use local restaurants and shops (where appropriate);
- Inform clients on “The Safari Code” and “Best Eco-Practises”
- Encourage clients to donate to local charity and sustainable initiatives;

After holidays, we commit to this by:

- Measure systematically client satisfaction and take into account the results, for service and product improvements;
- Include sustainability as an integral part of the research into client satisfaction;
- Have clear procedures in case of complaints from clients;