

# Kilidove Tours & Safaris Sustainability Policy

“In this document, ‘we’, ‘our’, and ‘the company’ refer to Kilidove Tours & Safaris.”

## Purpose

We are committed to integrating sustainability principles into all aspects of our business operations. The purpose of this policy is to ensure that our actions and decisions have a positive impact on the environment, society, and the economy by empowering individuals, communities, and organizations to contribute to a prosperous future for generations to come.

## Scope

This policy applies to all full-time employees, suppliers, and stakeholders. This policy also applies to freelancers and seasonal workers.

The sustainability team, with the support of department heads and the director, is responsible for implementing the company’s sustainability policy.

## Sustainability Management & Legal Compliance

### Sustainability Commitment

Leadership is fully committed to sustainability performance and endorses the company’s sustainability mission statement and policy.

We use the Travelife platform to report, monitor, and evaluate sustainability progress and commit to publicly communicating performance every two years.

### Continuous Improvement & Compliance

Continuous improvement of sustainability practices is ensured through regular monitoring and evaluation, supported by dedicated personnel and resources.

All applicable local, regional, national, and international regulations are followed, including those related to human rights, labour, environmental management, wildlife, and land use.

A strict Code of Ethics is applied, including zero tolerance for corruption, bribery, forced labour, and discrimination.



## **Internal Management: Social Policy & Human Rights**

Employees are recognised as the organisation's most valuable asset in delivering meaningful travel experiences. A clear human resource policy ensures:

- A safe, healthy, and welcoming workplace
- Legal compliance in all respects
- Fair contract conditions and compensation
- Access to training, including sustainability and workplace conduct
- Participation in sustainability planning activities
- Equal opportunity in recruitment, promotion, and development

## **Internal Management: Environment**

### **Environmental Management**

Operations are managed to minimize environmental impact through the principles of refuse, reduce, reuse, repurpose, and recycle. Measures include compliance with environmental regulations, monitoring of resource use (water, energy, waste, carbon), responsible procurement practices, reduced consumption, sustainable printing, energy efficiency, water-saving systems, waste separation, and pollution reduction.

### **Carbon Management**

Carbon emissions are reduced through minimized travel, fleet maintenance, energy-efficient systems, monitoring and offsetting of emissions, and tree-planting initiatives.

### **Land Use**

Operations comply with all land-use regulations while respecting cultural and natural resources and promoting sustainable design.

## **General Supplier Policy**

Responsible sourcing is applied to all goods and services, with preference given to partners who demonstrate sustainability commitments, support local communities, and comply with fair labour practices.

All suppliers are required to follow a Code of Ethics covering human rights, fair employment, environmental protection, and anti-corruption principles. Non-compliance may result in termination of cooperation.

Continuous collaboration and awareness-building are encouraged to support supplier improvement in sustainability performance.

## **Inbound Partner Agencies & Transport**

Partner agencies are required to follow the Code of Conduct and act in the best interest of communities, the environment, and guests. Sustainability learning opportunities are provided through platforms such as Travelife.

Transport providers are selected based on environmental criteria, prioritizing ground transport, avoiding unnecessary flights, using appropriate vehicle sizes, and applying eco-driving techniques. Emissions are monitored and compensated where possible.

## **Accommodation**

Accommodation providers are selected based on compliance with our Code of Conduct, with strong preference given to those demonstrating responsible environmental and social practices, respecting land use and local architecture, and showing a commitment to continuous improvement in sustainability performance.

## **Activities & Excursions**

Activities and excursions are only offered in collaboration with providers who adhere to the Code of Conduct. All experiences are designed and delivered in respect of local customs, traditions, cultural integrity, and natural resources, ensuring that no harm is caused to people, wildlife, or the environment. Priority is given to activities that contribute positively to local communities, promote animal welfare, and support environmental protection. Clear guidelines for responsible excursions are established and communicated to both guests and providers, and partners are also supported through access to sustainability learning opportunities via the Travelife platform.

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

Local staff are prioritized, with fair wages, safe working conditions, and equal opportunities ensured. Guides receive regular training on sustainability, responsible tourism, and child protection in tourism, and act as key ambassadors of responsible travel.

## **Destinations**

### **Sustainable Destinations**

The company prefers to work in destinations that have committed to sustainability as an integral part of community and destination development.

The company does not support destinations that have a questionable human rights track record.

### **Contribution to Local Communities / Local Economic Network**

The company commits to positive contribution to the destinations in which we operate, by:  
Sourcing locally and responsibly, and supporting local and traditional arts and culture.  
Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs.

Collaborating with other local tourism stakeholders including local government, other tourism businesses, academia, and community groups to further the sustainable tourism development of the destination.

Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights.

### **Environmental Stewardship in Destinations**

The company commits to environmental stewardship in the destinations in which we operate by:  
Ensuring natural resources remain intact

Educating guests about the principles of responsible travel and responsible visitor behaviour

## **Customer Communication & Protection**

### **Privacy**

Our customer protection is our priority. Therefore, we maintain a clear privacy policy to ensure:  
Legal compliance in all regards

Customers and their data are protected  
Customers know how their information is being used

## Marketing and Communication

The company is committed to being truthful in all situations and at all times, ensuring that all products and services delivered are consistent with what is communicated. All explicit and implicit commitments and promises are fully honoured. A strict anti-greenwashing approach is applied, with full accountability for all sustainability claims. Marketing practices are designed to be inclusive and representative, while consistently respecting cultural, religious, and ethnic sensitivities.

## Sustainability Communication

Customers are informed about the social and environmental impact of their journey and are educated about the sustainable choices they can make, including transparent communication on:

- Certified accommodations
- Compensation for their trip's CO<sub>2</sub> emissions
- Activities and excursions that benefit local communities and environmental protection
- Responsible shopping and illegal souvenirs

## Customer Experience

The company aims for all customer experiences to be positive and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover (but are not limited to):

- Health and Safety
- Emergency procedures
- Privacy
- Group numbers
- Greenhouse gas emissions and offsettingTransport
- Shopping
- Sexual exploitation
- Children in tourism
- Satisfaction and Complaints

The company maintains open lines of communication with customers and encourages feedback at any time and on any topic, particularly sustainability.

## Responsibility & Contact

All staff are responsible for implementing and promoting this policy.

The Sustainability Coordinator, Laly Berthet (office@kilidovetours.com), leads implementation with support from Director George Joseph (kili@kilidovetours.com).

## Effective Date & Review

Effective from: October 1st, 2023

Last revision: April 2026

Next revision: April 2027

