



SOUTH AFRICAN
TRAVELLERS

**GLOBAL
SUSTAINABILITY
POLICY**

GLOBAL SUSTAINABILITY POLICY

ARTICLE 1. COMMITMENT TO RESPONSIBLE TOURISM

1.1 At South African Travellers, we believe in the necessity of practicing responsible and sustainable tourism in order to preserve the destinations we have the privilege of introducing to our clients.

1.2 Our sustainability policy is based on clear principles: environmental protection, respect for local cultures, awareness and education, waste management, responsible purchasing, responsible resource consumption, sustainable mobility, selection of committed accommodation providers, and responsible excursions.

ARTICLE 2. ENVIRONMENTAL PROTECTION

2.1 Biodiversity Conservation

We are committed to raising our clients' awareness of the richness of biodiversity in each destination and to promoting environmentally responsible activities.

2.2 Carbon Footprint Reduction

We continuously work to reduce our carbon footprint by encouraging energy-efficient travel and offsetting our emissions where necessary.

2.3 Promotion of Sustainable Transport

We prioritize sustainable modes of transport such as public transportation, bicycles, and partnerships with service providers using low-emission vehicles.

ARTICLE 3. RESPECT FOR LOCAL CULTURES AND COMMUNITIES

3.1 Support for the Local Economy

We promote the purchase of local products and support local businesses in order to contribute to the economic development of the communities visited.

3.2 Respect for Traditions and Customs

We inform our clients about local customs and encourage respect for traditions in order to promote an authentic and respectful travel experience.

3.3 Community Participation

We actively engage in community projects, such as educational programs or sustainable development initiatives, in the destinations we serve.

ARTICLE 4. AWARENESS AND EDUCATION

4.1 Client Awareness

We raise our clients' awareness of the environmental and social challenges related to tourism and encourage them to adopt responsible practices during their trip.

4.2 Staff Training

We train our staff to ensure that they are aware of sustainability issues and able to share this knowledge with our clients.

4.3 Collaboration with Partners

We work closely with our travel partners to promote sustainable practices at all levels of the industry.

ARTICLE 5. RESPONSIBLE WASTE MANAGEMENT

5.1 Waste Reduction

We encourage waste reduction by limiting the use of plastic and promoting recycling.

The use of stainless steel cups for tea and coffee helps reduce paper waste.

Staff members are encouraged to use electronic archiving, and all main manuals are available electronically via the company Dropbox.

5.2 Waste Collection Initiatives

We organise waste collection initiatives in visited destinations in order to contribute to the preservation of local ecosystems.

ARTICLE 6. RESPONSIBLE PURCHASING POLICY FAVOURING SUSTAINABLE SUPPLIERS AND PRODUCTS

6.1 Policy Objective

Our bulk purchasing policy aims to:

- reduce our environmental impact by limiting the number of orders and transport;
- favour responsible and ethical suppliers;
- reduce single-use packaging;
- optimise resource consumption within the company;

Objective: Reduce energy consumption and limit environmental impact by switching off equipment after office hours.

6.2 Energy Consumption Principles

6.2.1 Staff Awareness

All staff members are informed of the policy and its importance for sustainability and cost reduction.

Objective: Reduce energy consumption and associated costs while promoting sustainable office practices.

Measures applied:

- Lights are turned off after office hours.
- Lights are turned off during extended lunch breaks if natural light is sufficient.
- Artificial lighting is reduced or turned off during meetings when natural light is sufficient.
- Internal reminders (stickers or notes) may be displayed to raise awareness.

6.2.2 Equipment Shutdown

Before leaving the office, employees must switch off computers, printers, lights and other devices, rather than leaving them on standby.

6.2.3 Air Conditioning and Shared Equipment

Air conditioning systems and other shared equipment are programmed to switch off or enter eco mode outside working hours.

6.2.4 Energy-Efficient Equipment

Priority is given to low-consumption devices, including standby consumption.

Objective: Reduce the company's energy footprint by prioritising low-energy equipment certified to the highest standards (Energy Star, EU 2003/66/EC or equivalent).

a) Priority for energy-efficient equipment

1. Favour devices with high energy performance ratings.
2. Verify official certifications and labels before any purchase.

b) Comparison of alternatives

1. Assess available options in terms of energy consumption, life-cycle costs and quality.
2. Document any purchasing decision when a less energy-efficient alternative is selected (justification: price, performance, operational needs).

c) Integrated sustainability

1. Prefer suppliers committed to sustainable practices and responsible electronic waste management.

d) Implementation plan

1. Since the company takeover in 2020, equipment (computers, printers, etc.) is recent and does not require immediate replacement.
 2. In 2025, when renewing computers, a comparative study will be conducted to select equipment with the lowest energy consumption and best performance.
- ensure sustainable and transparent inventory management.

This policy forms part of our overall sustainability commitment.

6.3 Guiding Principles of Responsible Purchasing

6.3.1 Reduction of Environmental Impact

We prioritise bulk purchasing when it allows us to:

- reduce the number of deliveries;
- decrease transport-related emissions;
- limit the quantity of packaging (plastic, cardboard, filling materials).

6.3.2 Responsible Supplier Selection

We favour suppliers who:

- offer environmentally friendly or certified products (Fair Trade, Organic, FSC, etc.);
- use recycled, recyclable or compostable packaging;
- are located locally or regionally in order to reduce carbon footprint.

6.3.3 Resource Optimisation

We purchase quantities adapted to our actual needs in order to avoid waste:

- quarterly estimation of consumption;

6.3.4 Transparence et traçabilité

We promote transparency and traceability in our purchasing processes and expect the same level of clarity from our suppliers regarding sourcing, production methods and environmental impact.

6.4 Scope of Application

This policy covers all recurring purchases related to:

- office supplies;
- cleaning products;

6.5 Responsible Cleaning Products

South African Travellers is committed to using responsible cleaning products in order to reduce environmental impact and ensure staff safety.

6.5.1 General Principles

- Non-hazardous: no toxic or irritating products for users.
- Non-eutrophying: limitation of substances that may pollute water (phosphates, nitrates).
- Biodegradable: preference for products that are easily degradable in the environment.
- Local availability: priority given to local suppliers to reduce carbon footprint.
- Effectiveness: products must meet hygiene requirements while remaining sustainable.

6.5.2 Actions Implemented

- Packaging reduction: bulk purchasing and refilling of internal dispensers.
- Responsible waste management: sorting and recycling of empty packaging, use of reusable cloths and sponges.
- Internal awareness: staff training on proper product usage and communication regarding their ecological impact.

6.5.3 Conclusion

All selected cleaning products comply with biodegradability and local availability criteria, thereby ensuring:

- reduced environmental impact;
- staff safety and health;
- responsible use of resources.
- promotional materials (brochures, goodies);
- consumables used for our travelers (reusable bottles, fabric bags, etc.);
- food or beverages used for internal activities.

6.6 Responsible Food Practices

Although South African Travellers does not provide internal catering, we encourage responsible food practices among our staff.

6.6.1 Responsible Purchasing

- Recommendation of local restaurants offering organic, local, fair-trade or sustainable products.
- Encouragement to use reusable or compostable containers.

6.6.2 Waste Reduction

- Provision of reusable cutlery, plates, glasses and containers at the office.
- Microwave and refrigerator available to allow employees to bring homemade meals.

6.6.3 Awareness and Communication

- Regular internal communication on best practices regarding packaging reduction and responsible food choices.

6.6.4 Overall Impact

- Reduction of plastic waste and single-use packaging.
- Limitation of transport distances and encouragement of local products.
- Contribution to a sustainable and responsible corporate culture within the company.

6.7 Commitments Relating to Suppliers and Products

6.7.1 Environmental Sustainability

We prioritise suppliers and products that demonstrate a commitment to environmental sustainability, including the reduction of carbon emissions, the conservation of natural resources, and the minimisation of waste.

6.7.2 Social Responsibility

We favour suppliers who comply with ethical labour standards, ensuring safe and fair working conditions for their employees, as well as respect for fundamental human rights.

6.7.3 Quality and Reliability

We are committed to maintaining high standards of quality and reliability in our purchasing practices, ensuring that products meet our operational needs and our clients' expectations.

6.7.4 Innovation and Technology

We encourage innovation and the use of sustainable technologies in the design, manufacturing, and delivery of products, thereby promoting environmentally responsible solutions.

6.7.5 Transparency and Traceability

We value transparency and traceability throughout our supply chain by requiring suppliers to provide detailed information regarding product origin, production practices and environmental impacts.

6.8 Actions and Measures

6.8.1 Supplier Evaluation

We regularly evaluate our suppliers based on sustainability, ethical and performance criteria, giving preference to those who demonstrate a strong commitment to these values.

6.8.2 Product Selection

We favour the purchase of certified sustainable products, such as those bearing recognised environmental labels or social certifications, when they meet our quality and functionality requirements.

6.8.3 Additional Commitment Regarding Cleaning Products

Our company is committed to using responsible cleaning products in order to reduce environmental impact on human health, ecosystems and waste management.

The following principles are applied:

- Non-hazardous: no toxic or irritating products for humans.
- Non-eutrophying: limitation of substances likely to cause water pollution (phosphates, nitrates).
- Biodegradable: preference for products that are easily degradable in the environment.
- Local availability: priority given to local suppliers to reduce carbon footprint.
- Effectiveness: the product must meet hygiene and safety requirements while remaining sustainable.

Actions implemented to reduce impact:

Packaging reduction

- Bulk purchasing (large-capacity containers).
- Refilling internal dispensers to avoid individual bottles.

Responsible waste management

- Sorting and recycling of empty packaging.
- Use of reusable cloths and sponges.

Internal awareness

- Staff training on correct dosage and preferred products.
- Communication on the importance of biodegradable and non-eutrophying products.

Conclusion : All selected cleaning products comply with biodegradability and local availability criteria.

We therefore combine:

- reduced environmental impact;
- staff safety;
- responsible use of resources.

6.8.4 Strategic Partnerships

We seek to establish strategic partnerships with suppliers who share our sustainability and social responsibility values, thereby fostering long-term collaboration and mutual exchange of best practices.

6.8.5 Awareness

We raise awareness among our staff regarding sustainability issues in procurement and encourage them to make responsible purchasing decisions, with a focus on efficient resource use and waste reduction.

ARTICLE 7. POLICY ON REDUCING THE USE OF DISPOSABLE GOODS AND CONSUMABLES

7.1 Objectives

- Reduce the use of disposable goods and consumables across all departments of the company.
- Significantly reduce paper consumption for internal office needs.

7.2 Paperless Policy

As part of its environmental commitment, South African Travellers has adopted a policy aimed at eliminating the use of administrative paper as much as possible.

7.2.1 Internal Policy

- All internal and external communication is conducted via email or digital platforms.
- All administrative files, contracts and HR documents are archived electronically.
- Invoices and financial documents are processed in digital format.
- Client roadbooks are provided exclusively through a downloadable mobile application (Apple and Android).
- Electronic signatures are prioritised.

7.2.2 Environmental Justification

Our primary objective is to reduce office paper consumption to zero.

Consequently:

- We do not use recycled or FSC-certified paper, as paper consumption has been eliminated at the source.
- The adopted approach (full digitalisation) is considered more sustainable than purchasing paper, even if certified.

7.2.3 Exceptions

In cases of exceptional necessity (legal requirement or specific request), the company commits to using recycled or FSC-certified paper, if locally available.

7.3 Employee Awareness and Involvement

Raise awareness and actively involve employees in adopting sustainable practices.

7.4 Measures and Actions

7.4.1 Implementation of Alternative Solutions

Implement alternative solutions to replace disposable goods with sustainable and reusable options whenever possible.

Promote the use of digital technologies to reduce reliance on paper, such as electronic signatures, online document storage and electronic communication.

ARTICLE 8. WATER CONSUMPTION REDUCTION POLICY

8.1 General Commitment

- South African Travellers is committed to reducing its water consumption by implementing effective conservation measures at all levels of its operations.
- We actively encourage our employees to adopt water-saving practices, such as promptly repairing leaks, turning off taps when water is not needed, and using low-flow devices.
- We commit to raising awareness among our clients and business partners about the importance of water conservation and to encouraging them to adopt similar practices in their own activities.
- South African Travellers will regularly monitor its water consumption, set reduction targets and periodically evaluate its progress to ensure responsible and sustainable use of water resources.

8.2 Objective

Objective: Reduce water consumption across all company operations and promote responsible management of this resource.

8.3 Principles

8.3.1 Employee Awareness and Behaviour

- Encourage turning off taps when not in use.
- Report and promptly repair any leaks.
- Promote the use of water-saving devices (flow reducers, low-consumption toilets and taps).

8.3.2 Monitoring and Control

- Regularly measure water consumption at the office.
- Set annual reduction targets and monitor progress.

8.3.3 Communication and External Influence

- Raise awareness among clients and business partners about water conservation.
- Encourage the adoption of sustainable practices in their own operations.

8.3.4 Evaluation

- Periodically review the policy to identify improvements and ensure its effectiveness.

ARTICLE 9. MOBILITY POLICY

9.1 Internal Mobility and Work Organisation

- At South African Travellers, we promote sustainable mobility practices to reduce the environmental impact of professional and commuting travel.

9.1.1 Remote Work and Co-working

Employees work primarily remotely, with 2 days per week in a co-working space. This organisation limits daily commuting and reduces CO2 emissions related to home-to-work travel.

9.1.2 Harmonised Working Hours

- The sales team (4 people): arrival between 08:30 and 09:00, departure between 14:30 and 15:00, maximum lunch break of 1 hour. On Wednesdays, schedules remain identical for the weekly meeting.
- The rest of the team: arrival between 08:00 and 09:30, departure between 16:00 and 17:30, maximum lunch break of 1 hour.

9.1.3 Responsible Modes of Transport

When travel to the co-working space is necessary, we encourage the use of public transport, carpooling or other low-emission solutions.

9.2 Professional Travel and Air Transport

At South African Travellers, we are committed to promoting responsible travel practices, including in the selection of air transport options. This policy aims to guide our employees in choosing airlines that demonstrate a commitment to environmental sustainability, social responsibility and other ethical standards.

- Environmental impact: Prioritise airlines implementing initiatives to reduce their carbon footprint.
- Commitment to sustainable development: Favour airlines with clear sustainability policies.
- Social and ethical practices: Prioritise airlines that respect international labour standards, support human rights and maintain safe and fair working conditions for their staff.
- Transparency and accountability: Select airlines that provide regular reporting on their environmental and social performance and corporate responsibility initiatives.

9.3 Local Transport for Transfers and Excursions

South African Travellers also commit to prioritising local transport options for transfers and excursions. This includes, but is not limited to, shuttle services, taxis, rental vehicles and public transportation.

- Prefer local transport services that use energy-efficient vehicles or have policies in place to reduce their carbon footprint.
- Favour local transport services that respect workers' rights, provide safe and fair working conditions and contribute positively to local communities.
- Select local transport options that provide clear information about their environmental and social practices, while meeting travellers' practical needs in terms of comfort and convenience.

ARTICLE 10. SUSTAINABLE ACCOMMODATION POLICY

10.1 Selection Criteria for Accommodation Providers

a. In order to enhance the sustainability of our accommodation providers, we consider the following criteria when selecting them:

- Commitment to environmental sustainability: Prioritise establishments implementing environmental management practices such as reducing water and energy consumption, managing waste, using renewable energy sources and conserving biodiversity.
- Social and ethical responsibility: Favour accommodation providers that respect workers' rights, offer fair working conditions, support local communities and engage in corporate social responsibility initiatives.
- Cultural awareness and respect for local communities: Select establishments that value and respect local culture, encourage interaction with local communities and contribute positively to the region's economic and social development.
- Sustainability certifications and labels: Prefer accommodation providers that have obtained recognised sustainability certifications or labels, demonstrating their commitment to sustainable practices and compliance with high environmental and social standards.

10.2 Engagement with Accommodation Providers

b. South African Travellers is committed to establishing strong partnerships with its accommodation providers and raising awareness of the importance of sustainability. We encourage open dialogue and collaboration to support their transition toward more sustainable practices.

10.3 Evaluation and Monitoring

c. We will regularly assess the sustainability performance of our accommodation providers, taking into account their compliance with the criteria outlined in this policy. Providers will be encouraged to submit reports on their sustainable initiatives and participate in continuous improvement programs.

ARTICLE 11. RESPONSIBLE EXCURSION POLICY

11.1 Selection of Sustainable Excursions

Selection of sustainable excursions: We commit to selecting excursions that respect the principles of sustainable tourism, with a focus on environmental preservation, biodiversity protection, respect for local cultures and support for local communities.

11.2 Reduction of Ecological Footprint

Reduction of ecological footprint: We actively seek to reduce the ecological footprint of our excursions by favouring low-impact transportation modes, limiting the consumption of natural resources and promoting environmentally responsible activities.

11.3 Support for Community Initiatives

Support for community initiatives: We support local community initiatives that contribute to the sustainable development of the destinations we visit, such as conservation projects, environmental education programs and community-based tourism cooperatives.

11.4 Presence of Wild Animals

Presence of wild animals: Excursions and attractions involving wild animals kept in captivity are not offered, except for activities that are properly regulated and compliant with local, national and international laws.

Excursions involving interactions with wildlife comply with relevant codes of conduct. Any disturbance to natural ecosystems is minimised.

11.5 Wildlife Exploitation

Wildlife exploitation: Wild species are not harvested, consumed, displayed, sold or commercialised, except within the framework of a regulated activity that ensures their use is sustainable and compliant with local, national and international law.

Suppliers do not promote souvenirs or food products containing endangered flora and fauna species, as listed under the CITES treaty and the IUCN Red List. If such criminal behaviour is identified, South African Travellers reserves the right to terminate the contract without notice.

ARTICLE 12. POLICY ON ACTIVITIES WITH EXCESSIVE NEGATIVE IMPACTS

The following excursions are considered unacceptable and will not be actively promoted:

12.1 Trophy Hunting Safaris

Nous n'encourageons pas les activités de chasse sportive qui peuvent nuire aux populations d'animaux sauvages et à l'équilibre écologique des écosystèmes.

12.2 Attractions Exploiting Wild Animals

We do not promote excursions to tourist attractions that exploit wild animals for commercial purposes, such as dolphin shows, elephant rides or interactions with captive big cats.

12.3 Unsustainable Mining or Forestry Activities

We do not encourage visits to mining or forestry sites that fail to respect environmental standards or that harm local ecosystems and indigenous communities.

12.4 Motorised Activities in Sensitive Areas

We do not encourage jet-skiing or quad biking activities in protected or sensitive natural areas that may disturb local wildlife and degrade fragile ecosystems.

12.5 Culturally Disrespectful Attractions

Nous ne promovons pas les excursions qui manquent de respect envers les traditions, les croyances ou les pratiques culturelles des communautés locales, telles que les visites intrusives à des cérémonies religieuses ou spirituelles.

12.6 Sexual Tourism and Child Exploitation

We do not encourage activities that promote sexual tourism or exploit children for commercial purposes, and we strongly condemn any form of child sexual exploitation.

ARTICLE 13. CONTINUOUS COMMITMENT

This sustainability policy will be regularly reviewed to ensure its effectiveness and its adaptation to changes within the tourism sector and evolving environmental challenges. We invite our employees, partners and clients to engage with us in this commitment toward more responsible tourism.

Les activités de notre entreprise sont conçues et menées de manière à ne pas compromettre l'accès des communautés locales aux services essentiels, tels que :

- water supply,
- energy,
- healthcare,
- sanitation.

We comply with all local regulations and ensure that our operations are fully compatible with the well-being of surrounding communities.



SOUTH AFRICAN
TRAVELLERS

www.satravellers.com

