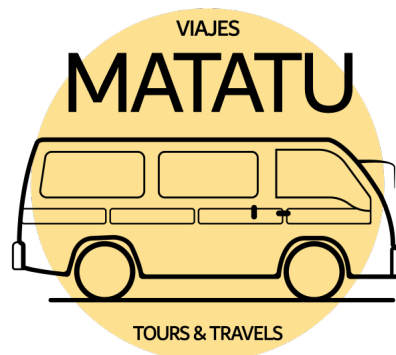


Sustainability policy of VIAJES MATATU



Purpose

The purpose of this policy is to ensure that Viajes Matatu conducts its tourism operations in a sustainable and responsible manner by implementing practices and procedures that protect the environment, support local communities, preserve cultural heritage, and promote ethical business conduct. This policy applies to all aspects of the company's operations and provides a framework for continuous improvement.

Scope

This policy applies to all employees, management, contracted guides, suppliers, and business partners of Viajes Matatu. It will be communicated to our customers, accommodation providers, transport providers, activity providers, and other stakeholders. Wherever possible, we will encourage our partners and suppliers to meet the principles outlined in this policy and to continuously improve their sustainability performance.

Sustainability management & legal compliance

Sustainability commitment

Viajes Matatu's leadership is fully committed to integrating sustainability into all aspects of our business operations. We strive to balance environmental protection, social responsibility, cultural preservation, and economic viability while providing meaningful travel experiences. Sustainability considerations are incorporated into our decision-making processes and are communicated to employees, suppliers, partners, and guests.

Continuous improvement

Viajes Matatu is committed to the continuous improvement of its sustainability performance through regular monitoring, evaluation, and review of this policy and related practices. We establish sustainability objectives, allocate appropriate resources, and encourage employees and partners to contribute to achieving our sustainability goals.

Legal compliance

Viajes Matatu complies with all applicable local, national, and international laws and regulations relating to tourism, labour, health and safety, environmental protection, and business operations. We maintain all required licenses and permits and strive to exceed minimum legal requirements wherever possible.

Business ethics and anti-corruption

Viajes Matatu is committed to conducting business with honesty, transparency, and integrity. We maintain zero tolerance for corruption, bribery, fraud, and unethical practices in our operations and relationships with suppliers, partners, and customers. We promote fair competition and responsible business conduct throughout our value chain.

Stakeholder engagement

Viajes Matatu recognizes the importance of engaging employees, suppliers, local communities, customers, and other stakeholders in achieving our sustainability objectives. We encourage collaboration, feedback, and the sharing of best practices to continuously improve our sustainability performance.

Communication and reporting

Viajes Matatu communicates its sustainability commitments to employees, customers, suppliers, and other stakeholders and periodically reviews and reports on progress towards its sustainability objectives to ensure transparency and accountability.

Internal Management: Social Policy & Human Rights

Employees

Viajes Matatu recognizes that our employees and contracted personnel are essential to delivering meaningful and responsible travel experiences. We are committed to maintaining a fair, safe, healthy, and inclusive workplace and to conducting our business in a manner that respects internationally recognized human rights.

To achieve this, Viajes Matatu commits to:

- Comply with all applicable labour, health and safety, and employment laws and regulations.
- Provide fair employment conditions, including fair compensation and equal opportunities for all employees and contracted personnel.
- Foster a safe, healthy, respectful, and inclusive work environment free from discrimination, harassment, intimidation, and violence.
- Support career development and provide opportunities for training and professional growth, including awareness on sustainability, health and safety, sexual harassment, and child protection.
- Encourage employee participation in sustainability initiatives and continuous improvement activities.
- Promote equal opportunity in recruitment, compensation, promotion, training, and professional development regardless of gender, age, religion, ethnicity, nationality, disability, or other status.
- Respect freedom of association and employees' rights to representation and collective bargaining in accordance with applicable laws.
- Maintain zero tolerance for bribery, corruption, discrimination, forced labour, child labour, human trafficking, and all forms of exploitation.
- Uphold and respect the rights and dignity of children and vulnerable persons and support the protection of children from exploitation and abuse.
- Expect suppliers, partners, and contractors to share and uphold these principles throughout their relationship with Viajes Matatu.

Viajes Matatu values diversity and believes that responsible tourism should contribute positively to the wellbeing of employees, communities, and society. We are committed to continuously improving our social performance and integrating human rights considerations into our operations and business relationships.

Internal Management: Environment

Environmental Management of Office Operations

Viajes Matatu is committed to minimizing the environmental impact of its operations and follows the principles of reducing, reusing, and recycling resources wherever possible. We strive to continually improve our environmental performance and have implemented the following measures:

- Comply with all applicable environmental laws and regulations.
- Monitor and seek to reduce the consumption of water, energy, paper, and other resources.
- Prioritize locally sourced, durable, and environmentally responsible office supplies whenever possible.
- Minimize printing and use digital communication and documentation whenever feasible. When printing is necessary, double-sided printing and recycled or FSC-certified paper are preferred.
- Use energy-efficient lighting and equipment and ensure that lights, computers, and other devices are switched off or placed in energy-saving mode when not in use.
- Promote responsible water use and encourage water-saving practices.
- Separate waste whenever facilities exist and dispose of waste responsibly through authorized waste collection services.
- Reduce the use of single-use plastics and encourage reusable alternatives.
- Minimize noise, air, and other forms of pollution associated with our operations.

Carbon Management of Office Operations

Viajes Matatu is committed to reducing its carbon footprint and contributing to climate action. We endeavour to minimize emissions associated with our operations by:

- Reducing unnecessary travel and promoting the use of virtual meetings where practical.
- Monitoring and seeking to reduce energy consumption and carbon emissions from office operations and business travel.
- Encouraging employees and partners to adopt environmentally responsible means of transportation whenever possible.
- Ensuring vehicles used in our operations are properly maintained to maximize fuel efficiency and minimize emissions.
- Using energy-efficient appliances and equipment where feasible.
- Promoting low-impact travel experiences and raising awareness among guests about responsible travel practices.

Land Use

Viajes Matatu's office is located in an urban area and complies with all applicable land use regulations. We respect local cultural and natural resources in our operations and seek to support sustainable development through responsible business practices and efficient use of resources.

General Suppliers Policy

Viajes Matatu is committed to sourcing products and services responsibly and minimizing negative impacts on society, culture, and the environment. We expect the same commitment from our suppliers and business partners.

Whenever possible, Viajes Matatu gives preference to suppliers that demonstrate a commitment to sustainability through responsible business practices and, where available, written sustainability policies or recognized sustainability certifications.

We seek to work with locally owned or managed businesses that support local communities through local employment, fair working conditions, and the use of local products and services.

Viajes Matatu encourages suppliers to:

- Comply with all applicable local, national, and international laws and regulations.
- Respect human rights, including labour rights, children's rights, and women's rights.
- Provide fair and safe working conditions for employees.
- Maintain zero tolerance for corruption, bribery, discrimination, and harassment.
- Protect children from all forms of exploitation, including sexual exploitation through tourism.
- Minimize negative environmental impacts and promote the responsible use of natural resources.
- Respect local communities, traditions, and cultural heritage.
- Conduct business ethically and transparently.

Viajes Matatu maintains a zero-tolerance policy towards corruption, discrimination, child exploitation, forced labour, human trafficking, and other serious violations of human rights. Relationships with suppliers found to be engaged in such practices may be suspended or terminated.

We actively encourage suppliers and partners to improve their environmental and social performance and to minimize their carbon footprint. We maintain open communication with our suppliers and welcome dialogue and feedback on sustainability matters.

Where possible, Viajes Matatu gives preference to suppliers and partners that demonstrate sustainability leadership through recognized certifications, responsible business practices, and active support for local communities and conservation initiatives.

Viajes Matatu is committed to continuous collaboration with suppliers and partners to strengthen sustainability throughout our value chain and contribute positively to Uganda's tourism industry.

Inbound Partner Agencies

Viajes Matatu seeks to establish long-term relationships with partner agencies that share our commitment to responsible and sustainable tourism. We expect our partner agencies to conduct business in a manner consistent with our sustainability principles and Code of Conduct.

Throughout the design, promotion, and operation of travel experiences, Viajes Matatu expects partner agencies to act in the best interests of local communities, cultural heritage, wildlife, the environment, and our guests. We encourage our partners to support authentic experiences that generate positive economic and social benefits for host communities while minimizing negative environmental impacts.

Viajes Matatu communicates its sustainability commitments to partner agencies and encourages them to adopt

responsible business practices, including:

- Respecting human rights and fair labour practices.
- Protecting children from all forms of exploitation.
- Supporting local communities and economies.
- Promoting responsible wildlife interactions and environmental conservation.
- Providing accurate and responsible information to travelers.
- Following ethical business practices and maintaining zero tolerance for corruption and discrimination.

Where possible, Viajes Matatu shares information and resources to raise awareness and improve sustainability performance among partner agencies. We encourage our partners to continuously develop their sustainability knowledge and to collaborate with us in advancing responsible tourism practices.

Viajes Matatu maintains open communication with partner agencies and welcomes feedback on sustainability matters to foster continuous improvement and mutual accountability.

Transport

Viajes Matatu only works with transport providers that are expected to adhere to our sustainability principles and Code of Conduct.

When selecting transport options for guests and business-related travel, Viajes Matatu seeks to minimize environmental impacts while maintaining safety, comfort, and service quality. We consider distance, route efficiency, group size, and the availability of lower-impact transport options.

To reduce greenhouse gas emissions and promote responsible transport, Viajes Matatu commits to:

- Prioritize road transport and avoid domestic flights whenever practical and appropriate.
- Plan itineraries efficiently to minimize unnecessary travel distances and fuel consumption.
- Match vehicle size to group size to optimize fuel efficiency.
- Work with transport providers that maintain their vehicles regularly to improve safety and reduce emissions.
- Encourage drivers to adopt safe and fuel-efficient driving practices.
- Reduce unnecessary idling and promote responsible vehicle operation.
- Encourage walking, cycling, canoeing, and other low-impact activities where appropriate and safe.
- Promote longer stays and slower travel experiences to reduce the environmental impact associated with frequent transportation.

- Continuously seek opportunities to improve the environmental performance of transport used in our operations.

Viajes Matatu raises awareness among guests and transport providers about responsible travel and the importance of reducing greenhouse gas emissions. We encourage our partners to adopt good environmental practices and continuously improve their sustainability performance.

As part of our commitment to continuous improvement, Viajes Matatu seeks to monitor and reduce the carbon footprint associated with transportation and supports initiatives that contribute to environmental conservation and climate action.

Accommodations

Viajes Matatu only works with accommodation providers that are expected to adhere to our sustainability principles and Code of Conduct.

In selecting accommodations for our guests, Viajes Matatu considers the environmental, social, and cultural impacts of the properties and seeks to work with establishments that demonstrate responsible business practices and contribute positively to local communities.

Whenever possible, Viajes Matatu gives preference to accommodations that:

- Comply with all applicable laws and regulations.
- Employ local people and provide fair and safe working conditions.
- Minimize their environmental footprint through responsible management of energy, water, and waste.
- Reduce the use of single-use plastics and encourage recycling and reuse.
- Respect and protect natural habitats, biodiversity, and wildlife.
- Respect land use regulations and avoid activities that negatively affect sensitive ecosystems.
- Reflect and celebrate local architecture, traditions, and cultural heritage.
- Source food, products, and services locally whenever possible, thereby benefiting surrounding communities.
- Support local conservation and community development initiatives.
- Have sustainability policies, certifications, or other responsible management practices in place.

Viajes Matatu favours accommodations that are locally owned or managed and that provide authentic experiences while preserving the character, customs, and traditions of the destination.

We actively encourage our accommodation partners to continuously improve their sustainability performance and maintain open communication to share best practices and address sustainability issues. Through collaboration with

our accommodation partners, Viajes Matatu aims to maximize positive impacts on local communities and minimize negative impacts on the environment.

Activities & Excursions

Viajes Matatu only works with excursion and activity providers that are expected to adhere to our sustainability principles and Code of Conduct.

All activities and excursions offered by or on behalf of Viajes Matatu are designed and operated with respect for local communities, cultural heritage, wildlife, and natural resources. We are committed to providing authentic experiences that create positive social, cultural, and environmental impacts while minimizing negative impacts.

Viajes Matatu does not knowingly offer or promote activities that harm people, wildlife, ecosystems, or cultural heritage. We support responsible tourism practices and comply with all applicable laws and regulations governing tourism and protected areas.

Whenever possible, Viajes Matatu gives preference to activities and excursions that:

- Benefit local communities and contribute to local economic development.
- Respect animal welfare and support wildlife conservation.
- Promote cultural exchange and preserve local traditions and heritage.
- Minimize the consumption of natural resources and environmental impacts.
- Employ local guides, artisans, and service providers.
- Support community-based tourism initiatives and conservation projects.

Viajes Matatu maintains guidelines and codes of conduct for environmentally and culturally sensitive activities and ensures that these principles are communicated to guests, guides, and excursion providers. Guests are encouraged to respect local customs, traditions, and regulations and to behave responsibly throughout their travels.

With regard to wildlife experiences, Viajes Matatu follows the regulations and guidelines established by the Uganda Wildlife Authority and other relevant authorities. We do not support activities involving captive wild animals for entertainment, performances, or any practice that compromises animal welfare.

Viajes Matatu maintains a zero-tolerance policy towards the exploitation of children, human trafficking, discrimination, and any activity that violates human rights. We expect the same commitment from all excursion and attraction providers.

We actively engage with our excursion providers and guides to raise awareness of sustainable tourism practices and encourage continuous improvement in environmental and social performance. Through collaboration and open communication, Viajes Matatu seeks to ensure that tourism contributes positively to communities, conservation, and the long-term sustainability of Uganda's natural and cultural heritage.

Tour Leaders, Local Representatives, and Guides

Viajes Matatu is committed to employing and engaging qualified local guides, drivers, porters, and other tourism professionals whenever possible. We believe that local personnel are essential to delivering authentic travel experiences and ensuring that tourism contributes positively to local livelihoods and communities.

Viajes Matatu is committed to providing fair remuneration and safe and respectful working conditions for all employees and contracted personnel. We expect the same standards from suppliers and partners who provide staff on our behalf.

We recognize that guides and local representatives play a vital role in promoting responsible tourism and serve as ambassadors between guests and the natural, cultural, and social environments of the destination. Therefore, we seek to ensure that guides and local representatives are knowledgeable and regularly informed about sustainability issues relevant to the destinations in which they operate.

Viajes Matatu encourages and supports guides and tour leaders to develop their knowledge and skills in areas including:

- Environmental conservation and responsible tourism practices.
- Respect for local customs, traditions, and cultural heritage.
- Wildlife regulations and responsible wildlife viewing.
- Health, safety, and emergency procedures.
- Child protection and the prevention of sexual exploitation and abuse of children in tourism.
- Human rights, diversity, and non-discrimination.
- Customer care and interpretation skills.

All guides and representatives working on behalf of Viajes Matatu are expected to communicate responsible behaviour to guests and encourage respect for local communities, wildlife, and the environment.

Viajes Matatu maintains zero tolerance for child exploitation, human trafficking, discrimination, harassment, forced labour, and corruption, and expects the same commitment from all guides, drivers, and local representatives.

We actively encourage continuous learning and maintain open communication with guides and local representatives to promote best practices and continuously improve the sustainability performance of our operations.

Sustainable Destinations

Viajes Matatu is committed to supporting the sustainable development of the destinations in which we operate. We seek to work with destinations and communities that value environmental conservation, cultural heritage, and responsible tourism practices.

Whenever possible, Viajes Matatu promotes lesser-known destinations and experiences to help distribute tourism

benefits more equitably and reduce pressure on heavily visited areas. Through responsible itinerary design, we encourage longer stays and meaningful interactions that create positive impacts for local communities.

Viajes Matatu does not knowingly support activities or destinations associated with serious violations of human rights and is committed to conducting business in accordance with internationally recognized principles of human rights and ethical tourism.

Contribution to Local Communities and Local Economic Development

Viajes Matatu is committed to ensuring that tourism generates positive economic and social benefits for the destinations in which we operate. We achieve this by:

- Prioritizing locally owned and operated businesses whenever possible.
- Supporting local artisans, cultural groups, and traditional products and services.
- Encouraging guests to purchase locally made products and educating them about prohibited or illegal souvenirs and wildlife products.
- Promoting authentic cultural experiences that preserve and celebrate local traditions and heritage.
- Employing local guides and utilizing local suppliers to maximize benefits to communities.
- Collaborating with tourism stakeholders, local authorities, community groups, conservation organizations, and industry associations to support sustainable tourism development.
- Respecting and advocating for human rights, including children's rights, women's rights, labour rights, and land rights.
- Supporting community-based tourism initiatives and projects that contribute to local livelihoods and conservation.

Environmental Stewardship in Destinations

Viajes Matatu recognizes that Uganda's natural and cultural heritage forms the foundation of our business and is committed to protecting these resources for future generations.

We are committed to environmental stewardship by:

- Supporting conservation efforts and responsible tourism practices.
- Respecting protected areas and complying with regulations established by relevant authorities.
- Promoting responsible wildlife viewing and animal welfare.
- Encouraging low-impact tourism experiences and minimizing disturbance to ecosystems.
- Educating guests about responsible travel, environmental conservation, and appropriate visitor behaviour.
- Discouraging littering, illegal wildlife trade, and activities that damage natural habitats.
- Encouraging responsible use of water, energy, and other natural resources during travel.
- Working with suppliers and communities to preserve biodiversity and protect natural and cultural assets.

Through collaboration with communities, conservation partners, and tourism stakeholders, Viajes Matatu seeks to ensure that tourism contributes positively to the long-term sustainability and resilience of Uganda's destinations.

Customer Communication and Protection

Privacy

Protecting our customers and their personal information is a priority for Viajes Matatu. We are committed to handling customer data responsibly, transparently, and in compliance with applicable data protection laws and regulations.

Viajes Matatu maintains a privacy policy to ensure that:

- Personal data is collected, processed, stored, and used lawfully and responsibly.
- Customers understand what information is collected and how it is used.
- Personal information is protected against unauthorized access, misuse, loss, or disclosure.
- Customer information is only used for legitimate business purposes and is not shared with third parties without consent, except where required by law or necessary to provide travel services.
- Customers have the right to access, correct, or request deletion of their personal information, subject to applicable legal requirements.
- Appropriate measures are taken to ensure the security and confidentiality of customer information.

Viajes Matatu is committed to maintaining transparency and protecting the privacy and trust of our customers throughout all stages of their interactions with us.

Marketing and Communication

Viajes Matatu is committed to conducting all marketing and communication activities with honesty, transparency, and integrity. We strive to provide accurate and reliable information about our products, services, destinations, and sustainability commitments.

We are committed to:

- Ensuring that all promotional materials, websites, social media content, and communications accurately reflect the experiences and services we provide.
- Honouring our explicit and implicit commitments and delivering products and services that meet the expectations communicated to our customers and partners.
- Avoiding misleading claims and maintaining a zero-tolerance approach to greenwashing. We ensure that any sustainability claims made by Viajes Matatu are truthful, evidence-based, and supported by our policies and practices.
- Communicating responsibly and promoting tourism experiences that respect local cultures, traditions, communities, wildlife, and the environment.
- Ensuring that our marketing materials are inclusive, respectful, and representative of diverse cultures, ethnicities, ages, genders, abilities, and backgrounds.

- Taking cultural, religious, and social sensitivities into account in all communications and avoiding stereotypes or discriminatory representations.
- Promoting responsible travel behaviour and educating guests about sustainable tourism practices before and during their travels.
- Respecting intellectual property rights and obtaining appropriate permissions for the use of photographs, testimonials, and other content.
- Maintaining open and transparent communication with customers, suppliers, and stakeholders and welcoming feedback to continuously improve our products and services.

Viajes Matatu believes that honest and responsible communication is essential to building trust and contributing positively to sustainable tourism development.

Sustainability Communication

Viajes Matatu is committed to providing customers with clear, accurate, and transparent information about the social, cultural, and environmental impacts of their travel experiences. We seek to empower our guests to make responsible choices and contribute positively to the destinations they visit.

Customers are informed and encouraged to:

- Choose accommodations and suppliers that demonstrate responsible and sustainable practices, including certified establishments where available.
- Participate in activities and excursions that support local communities, cultural heritage, and environmental conservation.
- Respect wildlife and natural ecosystems by following responsible visitor behaviour and applicable regulations.
- Purchase locally produced goods and services and support local artisans and businesses.
- Avoid purchasing illegal or prohibited souvenirs, including products derived from endangered species, protected wildlife, historical artefacts, or cultural heritage items.
- Reduce the use of single-use plastics and make efficient use of water and energy during their travels.
- Respect local customs, traditions, dress codes, and cultural sensitivities.
- Minimize waste and dispose of it responsibly.
- Follow responsible photography practices and seek consent when photographing people and communities.
- Learn about the conservation significance and cultural importance of the destinations they visit.

Viajes Matatu provides pre-travel information and guidance to guests to encourage responsible travel behaviour and promote awareness of sustainability issues relevant to the destinations in which we operate.

Through transparent communication and customer education, Viajes Matatu aims to maximize the positive impacts of tourism while contributing to the conservation of Uganda's natural and cultural heritage and the well-being of local communities.

Customer Experience

Viajes Matatu is committed to providing safe, authentic, and memorable travel experiences while ensuring that tourism contributes positively to local communities and the environment. We strive to maintain high standards of service quality and customer satisfaction through responsible planning, transparent communication, and continuous improvement.

To ensure positive customer experiences, Viajes Matatu maintains policies and procedures relating to:

- Health, safety, and risk management.
- Emergency preparedness and response procedures.
- Customer privacy and data protection.
- Responsible marketing and communication.
- Appropriate group sizes to ensure quality experiences and minimize social and environmental impacts.
- Responsible transport and environmentally conscious travel practices.
- Sustainable shopping and awareness of illegal or prohibited souvenirs.
- Child protection and the prevention of sexual exploitation and abuse in tourism.
- Respect for local customs, traditions, cultures, and communities.
- Responsible wildlife interactions and environmental conservation.
- Complaint handling and customer satisfaction monitoring.

Viajes Matatu provides guests with relevant information before and during their travels to help them make informed and responsible choices. We encourage travelers to respect local cultures, conserve natural resources, and contribute positively to the destinations they visit.

We maintain open lines of communication with our customers and actively encourage feedback before, during, and after their journeys. Feedback and complaints are welcomed on all aspects of our services, particularly regarding sustainability, health and safety, and customer experience. We use customer feedback to continuously improve our operations and strengthen our commitment to responsible tourism.

Through these efforts, Viajes Matatu seeks to deliver meaningful travel experiences that meet the expectations of our guests while supporting the long-term sustainability of Uganda's natural, cultural, and community assets.

Contact / Responsible Person

All employees, contracted personnel, and management of Viajes Matatu share responsibility for implementing and upholding the principles contained in this Sustainability Policy. Sustainability considerations are integrated into day-to-day operations, and all staff are expected to promote responsible tourism practices within their respective roles and areas of responsibility.

The overall implementation, monitoring, and periodic review of this policy is coordinated by the Sustainability Coordinator, who works closely with employees, suppliers, partners, and other stakeholders to ensure continuous improvement in sustainability performance.

The implementation of this policy is led by:

Lawrence Tumwesigye

Operations Director & Sustainability Coordinator
Viajes Matatu

lawrence@viajesmatatu.com

www.viajesmatatu.com

Viajes Matatu welcomes feedback, suggestions, and questions from customers, employees, suppliers, and other stakeholders regarding sustainability matters and remains committed to continually improving its environmental, social, cultural, and economic performance.

Definitions

For the purposes of this Sustainability Policy, the following definitions apply:

“Sustainability” is defined as meeting the needs of the present without compromising the ability of future generations to meet their own needs, balancing environmental, social, cultural, and economic considerations.

“Responsible Tourism” is defined as tourism that minimizes negative impacts and maximizes positive contributions to local communities, cultural heritage, wildlife, and the environment.

“Supplier” is defined as any organization or individual providing products or services to Viajes Matatu, including accommodation providers, transport providers, guides, activity operators, and other contractors.

“Stakeholders” are defined as individuals, groups, or organizations that affect or are affected by the operations of Viajes Matatu, including employees, customers, suppliers, local communities, government authorities, and business partners.

“Human Rights” are defined as the fundamental rights and freedoms to which all people are entitled, including labour rights, children's rights, women's rights, and freedom from discrimination, exploitation, forced labour, and human trafficking.

“Child Exploitation” is defined as the abuse or exploitation of children for commercial, sexual, or other purposes and includes any form of child labour, trafficking, or sexual exploitation through tourism.

“Code of Conduct” is defined as the set of ethical, social, and environmental principles and standards expected to be followed by Viajes Matatu employees, suppliers, partners, guides, and contractors.

“Local Community” is defined as the people, businesses, and organizations residing in or associated with the destinations in which Viajes Matatu operates.

“Biodiversity” is defined as the variety of living organisms, ecosystems, and natural habitats that support life and ecological processes.

“Continuous Improvement” is defined as the ongoing process of monitoring, evaluating, and enhancing sustainability performance through regular review, stakeholder engagement, and implementation of better practices.

Effective date

This policy is effective from 01/07/2026

Revision History

Version	Date	Description
1.0	01 Julu 2026	Initial Sustainability Policy approved and implemented.

Last Revised: 18 June 2026

Next Review Date: 18 June 2027

This policy will be reviewed annually, or sooner if required by changes in legislation, business operations, stakeholder feedback, or sustainability priorities.

The Sustainability Coordinator is responsible for ensuring that this policy remains relevant, effective, and aligned with the principles of responsible tourism and continuous improvement.