



SUSTAINABILITY POLICY

**A Comprehensive Company Guide to
Environmental Responsibility, Social Impact, and
Cultural Preservation**

REVISED SUSTAINABLE TOURISM POLICY FOR MAULY TOURS AND SAFARIS LTD

SUSTAINABILITY POLICY- 2026 EDITION

Version: 2.0

Effective Date: January 2026

Next Review: January 2027

TABLE OF CONTENTS

1.0 INTRODUCTION	1
Welcome Message from the Management.....	2
1.1 MISSION STATEMENT	3
1.2 VISION STATEMENT	3
1.3 CORE VALUES GUIDING OUR SUSTAINABILITY EFFORTS.....	3
2. POLICY OBJECTIVES AND TARGETS.....	4
2.1 Overview of sustainability objectives.....	4
2.1.1 Key targets (2026–2028)	4
2.2 Sustainability governance and management	4
2.2.1 Legal compliance and ethical practices	5
2.2.2 Environmental compliance.....	5
3.0. INTERNAL MANAGEMENT	5
3.1. Employee Training and Awareness	5
3.2. Energy Efficiency and Renewable Energy Implementation.....	6
3.3. Water Conservation.....	6
3.4. Waste Reduction and Recycling	6
3.5. Community Engagement and Support	7
3.6. Carbon Footprints Reduction	7
3.6.2 Carbon Footprint Compensation (Offsetting) Strategies	8
4.0 DESTINATION MANAGEMENT	9
4.1 Biodiversity Conservation.....	9
4.1.1. Animal welfare.....	9
4.1.2. Forbidden sciveners	9
• Any illegally obtained historic or archaeological artefacts.....	9
• Drugs or other illegal substances.....	9
4.2. Cultural Preservation.....	9
4.3 Sustainable Transport.....	10
5.0. KILIMANJARO AND TREKKING SUSTAINABILITY MANAGEMENT	10
5.1. Porter Welfare (Aligned with KPAP Principles)	10
5.2. Mountain Waste Management and Leave No Trace.....	11
6.0. SUPPLY CHAIN ENGAGEMENT	11
6.1. Sustainable accommodation management.....	12
7.0. ACTIVITIES & EXCURSIONS	13

7.1. Our commitment to Activity and excursions.....	13
8.0. CUSTOMER ENGAGEMENT.....	14
8.1. Sustainability communication to our clients.....	15
9.0. HEALTH, SAFETY, AND RISK MANAGEMENT.....	15
9.1. Commitment to Risk Management.....	16
9.2. Staff Competence and Training.....	16
9.3. Emergency Preparedness and Response.....	16
9.4. Emergency Contacts and Communication.....	17
9.5. Contacts / communication to sustainability department.....	17
10. CONCLUSION.....	17
10.1. Our commitment to the policy.....	18
11. APPENDEX.....	19
11.2. Dissemination of sustainability policy.....	20

1.0 INTRODUCTION

At Mauly Tours and Safaris, we are committed to operating sustainably and responsibly. Our Sustainability Policy outlines our dedication to minimizing our environmental impact, promoting social responsibility, and preserving cultural heritage while providing exceptional travel experiences. Our company has a long-time commitment in improving the quality of life in destination areas through providing materials support as well as financial aid to local schools, orphanage centers and people with disabilities such as the [Neema International](#) and the [Foundation of Disabilities Hope](#). We have also committed on reducing our environmental footprint through waste reduction and recycling waste materials generated from our operations as well by planting trees as part for environmental compensation. We aim to further intensify our positive impact on the environment as well as the community around us by adopting sustainability measures in our operations. This handbook serves as a guide for all employees and stakeholders to understand and implement our sustainability initiatives.

1 NO POVERTY



2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



10 REDUCED INEQUALITIES



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



7 AFFORDABLE AND CLEAN ENERGY



Welcome Message from the Management



At Mauly Sustainability is not just a policy, it is our philosophy, our commitment, and our promise to future generations.



Dear Team,

On behalf of the management team at Mauly Tours and Safaris, we are pleased to share the updated **2026 edition** of our Sustainability Policy, originally introduced in **2024**. As a company deeply committed to responsible tourism and environmental stewardship, this revised policy reinforces our dedication to creating positive impacts in the communities where we operate and preserving the natural beauty of our destinations.

Purpose of the Policy

The purpose of our Sustainability Policy is to outline our commitment to sustainable practices and to provide a framework for integrating sustainability into all aspects of our operations. By implementing this policy, we aim to minimize our environmental footprint, support local communities, and promote cultural preservation while delivering exceptional travel experiences to our clients.

Importance of Sustainability at Mauly Tours and Safaris

Sustainability is at the core of everything we do at Mauly Tours and Safaris. We understand that tourism can have both positive and negative impacts on the environment and local communities. Therefore, it is imperative for us to take proactive measures to mitigate any adverse effects and maximize the positive outcomes of our operations.

By embracing sustainability, we not only fulfill our ethical responsibilities but also create long-term value for our company and stakeholders. Sustainable practices not only help us reduce costs and increase efficiency but also enhance our reputation as a socially and environmentally responsible organization. Moreover, by preserving the natural and cultural heritage of our destinations, we ensure that future generations can continue to enjoy them for years to come.

Together, let us embrace our Sustainability Policy as a guiding principle in all our endeavors, knowing that our collective efforts will make a meaningful difference in the world.

Warm regards,

Managing Director
Mauly Tours and Safaris

MISSION, VISION, AND VALUES

1.1 MISSION STATEMENT

At Mauly Tours and Safaris, our mission is to promote sustainable tourism practices that preserve the environment, support local communities, and embraces cultural diversity. Through innovation, education, and collaboration, we strive to create memorable experiences for our guests while protecting the destinations we visit for future generations.

1.2 VISION STATEMENT

We envision a world where tourism enhances, rather than harms, the environment, communities, and cultures. By leading by example and fostering partnerships, we aim to be pioneers in sustainable travel, inspiring others to follow suit.

1.3 CORE VALUES GUIDING OUR SUSTAINABILITY EFFORTS

1. **Environmental responsibility:** We are committed to minimizing our environmental footprint through responsible resource management, initiating conservation efforts, and the adoption of sustainable practices.
2. **Community Empowerment:** We believe in actively engaging with local communities, respecting their cultures, and contributing to their economic development and well-being to ensure that the community are benefited by the tourism activity for better tomorrow.
3. **Ethical Conduct:** Integrity, transparency, and accountability are the cornerstones of our operations. We conduct our business with honesty and fairness, adhering to the highest ethical standards.
4. **Innovation and Continuous Improvement:** We embrace innovation and strive for continuous improvement in all aspects of our operations, seeking new ways to enhance sustainability and minimize our impact on the environment.
5. **Customer Focus:** We are dedicated to providing exceptional travel experiences for our customers while ensuring their safety, comfort, and satisfaction. We prioritize their well-being and seek to exceed their expectations at every opportunity.
6. **Employee well-being:** We value our employees as our most valuable asset and empower them to contribute to our sustainability efforts. We provide them with the necessary training, resources, and support to excel in their roles and make a positive impact on the world.

11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



17 PARTNERSHIPS FOR THE GOALS



2. POLICY OBJECTIVES AND TARGETS

2.1 Overview of sustainability objectives

At Mauly Tours and Safaris, we have established a set of sustainability objectives to guide our efforts in minimizing environmental impact, supporting local communities, and promoting responsible tourism practices. These objectives encompass various aspects of our operations, including reducing our carbon footprint, energy efficiency usages, Proper Waste Management, Local Community Engagement, and more.

2.1.1 Key targets (2026–2028)

- Reduce office energy consumption by at least 10%
- Eliminate single-use plastics from operations by 2027
- Source at least 90% of goods and services locally
- Work only with accommodation partners that meet sustainability criteria
- Provide annual sustainability training to all staff
- Inform all clients about responsible travel practices

2.2 Sustainability governance and management

We aim to integrate sustainability into all levels of our business operations. Our company appoints a Sustainability Coordinator to oversee implementation, monitor performance, and report progress to management. We involve staff in sustainability implementation and ensure that environmental and social responsibilities form part of their daily duties. We review this policy annually to ensure it remains relevant and effective. We also collect feedback from employees, customers, suppliers, and community stakeholders to improve our sustainability performance.

Implementation priorities

- Conduct regular internal sustainability performance reviews
- Update the policy annually based on results and stakeholder input
- Provide sustainability training and awareness for all staff

2.2.1 Legal compliance and ethical practices

We aim to operate in full compliance with national laws and international standards related to environmental protection, labor rights, wildlife conservation, cultural heritage, and tourism operations. Our company conducts business with integrity, transparency, and accountability. While we maintain zero tolerance for corruption, discrimination, exploitation, illegal wildlife trade, or any activity that harms people, communities, or the environment.

2.2.2 Environmental compliance

We are committed to conducting all tours and activities in full compliance with national conservation laws and regulations governing protected areas. All our operations are aligned with Mauly Tours overall sustainability policy to ensure responsible, ethical, and environmentally conscious practices. Guides are provided with a **Sustainability Code of Conduct**, which directs them to uphold these standards and ensure compliance during every tour.

Our target to ensure guides;

- Adhere to all national environmental and conservation laws.
- Respect regulations in protected areas and sensitive ecosystems.
- Align tour operations with Mauly Tours' sustainability standards.
- Guides follow the Sustainability Code of Conduct to enforce compliance on all excursions.

3.0. INTERNAL MANAGEMENT

At Mauly Tours and Safaris, we recognize that internal management practices play a crucial role in our sustainability efforts. Therefore, we have identified several strategies within our organization where we can implement sustainable practices and minimize our environmental impact.

3.1. Employee Training and Awareness

We recognize that in order to implement our sustainability practices, our employees need to be committed to the Mission, Vision and Goals of the Policy. Our management involves employees in the implementation of the Policy and has acknowledged them as driving

force for successful and continuous sustainability improvements. Our company ensures, at all levels of responsibility, that all staff members receive periodic guidance, training and/or information about their roles and responsibilities in the action plan with respect to sustainability practices of the company.

3.2. Energy Efficiency and Renewable Energy Implementation

We aim to reduce our electricity usage and increase the use of energy-efficient and renewable solutions where possible. Our company educates employees about energy-saving practices and encourages them to participate in conservation efforts, such as switching off lights and equipment when not in use. We encourage staff to use power management settings on computers and electronic devices and ensure the use of LED lighting and other energy-efficient equipment.

3.3. Water Conservation



We aim to reduce our water usage and increase the utilization of water-saving practices. Our company educates employees about water-saving practices and encourages them to participate in conservation efforts, such as fixing leaks promptly and using water-efficient appliances. We encourage our staff to implement water-saving measures, such as low-flow outlets and using water-efficient. We also ensure that our facilities are equipped with water-efficient fixtures and appliances.

3.4. Waste Reduction and Recycling



We aim to minimize waste generation and increase recycling efforts to reduce our environmental footprint. Our company educates employees about waste reduction practices and encourages them to participate in conservation efforts, such as reducing paper usage and properly sorting recyclables. We promote the use of reusable containers and encourage staff to bring their own reusable items to work. Plastic bottle and packaging materials are prohibited on office premises; we promote alternatives by providing a water dispenser in the Office. Additionally, we enforce a strict no litter policy to maintain cleanliness and preserve the environment around our office facilities. All of the plastics generated from our activities is collected and sold at recycling plants and all the revenue generated goes to our charitable donations.

3.5. Community Engagement and Support



We aim to actively engage with and support our local community to foster positive relationships and contribute to social well-being. We collaborate with local organizations and non-profits such as [Neema International](#) and [Foundation for Disabilities Hope](#) to provide our support through donations, sponsorships, and partnerships. We ensure the monthly donations reach these institutions directly without involvement of the third parties. To further facilitate community support, we have donation cans placed at strategic locations within our office premises, allowing employees and visitors to contribute to local organizations easily. We also showcase hand-made products like Neema Bags at our offices. This is done with the aim not only to support local artisans and entrepreneurs but also provide our employees and visitors with opportunities to contribute to the local economy.

3.6. Carbon Footprints Reduction



We aim to reduce our carbon footprint and increase the utilization of practices that minimize our greenhouse gas emissions. Our company educates employees about carbon footprint reduction strategies and encourages them to participate in efforts such as reducing energy consumption and adopting sustainable transportation options like carpooling or using public transit. We also encourage our staff to utilize clean energy sources on meal preparation at their homes. Additionally, we strive to use renewable energy sources and invest in energy-efficient technologies such as solar powered equipment, LED lightning and Monitoring our Carbon footprint in our daily operations.

3.6.1 Our target to carbon footprints reduction

- Reducing the amount of travel undertaken by our employees to the absolute minimum
- Reducing transport-related impacts by giving priority to public transport for our staff
- Installing energy-saving equipment whenever possible
- Checking and maintaining company vehicles regularly to reduce emissions and fuel consumption
- Providing staff training and information about their roles and responsibilities in environmental practices

- Planting a measurable number of trees annually proportional to our estimated carbon emissions
- Partnering with at least one recognized local environmental conservation initiative each year

3.6.2 Carbon Footprint Compensation (Offsetting) Strategies

To balance unavoidable emissions, our company implements the following carbon compensation initiatives

1. Tree Planting and Ecosystem Restoration

We commit to planting trees in areas affected by drought, deforestation, and natural calamities as a long-term strategy for carbon sequestration. This initiative supports:

- Restoration of degraded land
- Improvement of biodiversity
- Prevention of soil erosion
- Community climate resilience

Tree planting activities are conducted in collaboration with local communities, schools, and environmental groups to ensure sustainability and long-term care of planted trees. Our goal is to progressively increase the number of trees planted annually in proportion to our operational carbon emissions.

2. Support for Local Conservation Projects

We contribute to environmental conservation programs within the Kilimanjaro region by supporting wildlife protection initiatives, watershed conservation, and forest preservation projects. Protecting natural ecosystems enhances carbon storage capacity and promotes sustainable tourism development.

3. Sustainable Tour Design

We design itineraries that minimize unnecessary transport distances, promote walking and cycling excursions, and prioritize eco-friendly accommodations that use renewable energy and responsible waste management systems.

4.0 DESTINATION MANAGEMENT

4.1 Biodiversity Conservation



Our company aims to protect biodiversity, promote responsible tourism behavior, and support environmental conservation projects. We educate employees about the importance of these initiatives and encourage their active participation in conservation efforts, such as minimizing waste and supporting sustainable practices. To ensure our commitment is upheld, we have implemented strict policies governing our operations, including sustainable sourcing practices, habitat preservation guidelines, zero-tolerance for illegal wildlife trade, thorough environmental impact assessments for new projects, and comprehensive employee training on biodiversity conservation and environmental souvenirs stewardship.

4.1.1. Animal welfare

We aim to ensure ethical treatment of all animals involved in tourism activities. Our company does not support wildlife interactions that involve disturbance, handling, or exploitation. Where pack animals are used, we control load limits, ensure adequate rest, and provide proper care. Staff are trained to recognize and report any animal welfare concerns.

4.1.2. Forbidden souvenirs

At Mauly Tours and Safaris, the purchase of forbidden souvenirs is strictly prohibited. Our policy emphasizes restrictions on:

- Souvenirs containing threatened or Red List species of flora and fauna
- Any illegally obtained historic or archaeological artefacts
- Drugs or other illegal substances

All clients and staff are expected to comply with local and international laws designed to protect wildlife, cultural heritage, and the environment.

4.2. Cultural Preservation



Our company is deeply committed to cultural preservation, recognizing the importance of safeguarding cultural heritage and promoting respect for diverse traditions and communities. We prioritize initiatives that protect and celebrate cultural heritage,

including supporting local artisans and traditional craftsmanship, preserving historical sites and landmarks, and promoting cultural exchange and understanding. To uphold this commitment, we showcase a variety of cultural souvenirs at our offices. We have implemented strict policies that guide our actions, including ethical sourcing practices that respect indigenous knowledge and traditions, responsible tourism practices that prioritize cultural sensitivity and preservation, and partnerships with local communities to ensure their voices are heard and their cultural heritage is respected.



4.3 Sustainable Transport

Our commitment to sustainability extends to every aspect of our operations, including the behavior of our Driver Guides during Safaris. Therefore, we prioritize the training and education of our Driver Guides as well communicate our **driver code of conduct** to ensure they understand the importance of responsible driving practices. Our comprehensive training programs emphasize minimizing vehicle emissions, reducing disturbance to wildlife, and protecting delicate habitats.

We have implemented strict policies that govern driving behavior during safaris, including adhering to designated trails, maintaining safe distances from wildlife, and minimizing engine idling to reduce fuel consumption and emissions. We also prioritize regular vehicle maintenance to reduce greenhouse gas emissions and save on fuel costs. We aim to develop guided walking tours for guests and contribute to the long-term carbon offset projects in the environments which we operate in.

5.0. KILIMANJARO AND TREKKING SUSTAINABILITY MANAGEMENT

We aim to manage trekking operations responsibly to protect mountain ecosystems and ensure fair working conditions for all mountain staff. Our trekking activities comply with park regulations and responsible mountain tourism standards.

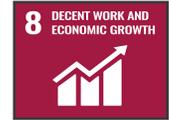
5.1. Porter Welfare (Aligned with KPAP Principles)

We provide fair and ethical working conditions for porters, guides, and mountain crew. Our company ensures fair wages in accordance with national and industry standards. We control load limits to prevent overloading and provide adequate food, shelter,

equipment, and medical support during treks. Management monitors working conditions to ensure compliance with ethical standards.

Operational controls

- Follow recommended porter weight limits
- Provide proper meals, sleeping facilities, and protective equipment
- Ensure transparent and timely payment procedures



5.2. Mountain Waste Management and Leave No Trace

It's our mandatory to protect fragile mountain environments by applying Leave No Trace principles during all trekking operations. Our staff collect and carry down all non-biodegradable waste for proper disposal. Guides should provide environmental briefings to clients and crew before each trek, explaining waste management and responsible behavior.

We minimize packaging, encourage reusable containers, and ensure campsites remain clean after use. Guides should monitor environmental responsibility throughout the trek.

Implementation measures

- Pack out all waste from the mountain
- Promote reusable water bottles and refill systems
- Provide pre-trek environmental briefings.

6.0. SUPPLY CHAIN ENGAGEMENT

Our company is dedicated to sustainable supply chain management, with a focus on engaging suppliers in adopting environmentally responsible practices. To achieve this objective, we have set specific targets to guide our efforts:

- **Establishing Sustainability Criteria:** We have a sustainability criterion for selecting suppliers and regularly assess the sustainability performance of key suppliers. This includes evaluating their environmental policies, practices, and performance metrics.
- **Prioritizing Eco-Friendly Suppliers:** We prioritize suppliers that offer eco-friendly products and demonstrate a commitment to sustainable practices. This includes sourcing materials and products that are certified as environmentally friendly.
- **Promoting Local Sourcing and Sustainable Packaging:** We actively promote local sourcing options to reduce carbon emissions associated with



transportation. Additionally, we prioritize suppliers that use sustainable packaging materials and practices to minimize waste.

- **Green Purchasing Practices Training:** We provide comprehensive training to our procurement staff on green purchasing practices. This includes educating them about the importance of sustainability in procurement decisions and providing them with the tools and resources to make environmentally responsible choices.

6.1. Sustainable accommodation management

We aim to collaborate with accommodation partners that demonstrate responsible environmental and social practices. Our [Sustainability Accommodation Policy](#) (Version 2.0), updated in January 2026, provides a clear framework outlining the conditions and criteria that accommodation providers must meet in order to work with us. The policy defines the sustainability standards required and ensures that selected partners comply with environmental, social, and ethical requirements. This commitment enables us to work only with accommodations that align with our sustainability values and continuously adhere to these standards. Accordingly, we commit to:

1. Selecting accommodations that meet sustainability and quality standards, considering their sustainability management and social/environmental footprint:
 - a. Do they communicate on sustainability actions they do?
 - b. Do they have a water saving program?
 - c. Do they have an energy saving program?
 - d. Do they have a waste management program?
 - e. Do they have a sustainable supply chain?
 - f. Do they have a child protection policy?
 - g. Do they train employees in Health & Safety?
2. Motivating and encouraging partner accommodations to become sustainably certified
3. Preferring and selecting accommodations that are locally owned and managed

4. Encouraging the choice of accommodations that respects and protects the use of the land, as well as respectfully highlighting elements of the local architecture, customs and traditions.
5. Selecting accommodations that employ local communities
6. Encouraging accommodations to follow best practices/trainings on responsible tourism
7. Clearly and actively communicating our sustainability objectives and requirements for accommodation to contractors and other relevant accommodation providers
8. Ensuring that the rights of children are respected and protected throughout our accommodation supply chain and have a zero-tolerance policy for the sexual exploitation of children
9. Terminating our cooperation with an accommodation provider if there is clear evidence that the supplier threatens the integrity of the provision of basic services such as food, water, energy, health care or land to neighboring businesses

7.0. ACTIVITIES & EXCURSIONS

Maully Tours and Safaris places strong emphasis on the welfare of children, local communities, and wildlife, and is committed to offering activities and excursions that minimize environmental impact. We design our tours to ensure responsible interaction with nature while protecting the cultural integrity, rights, and dignity of the communities we visit. We respect the authenticity of local traditions, heritage, and natural ecosystems, and actively promote responsible tourism practices among our staff, guides, partners, and clients.

To ensure consistent implementation of these principles, all excursion partners are required to comply with Maully Tours and **Safaris Excursion Policy**. It is mandatory for our partners to align their operations with our sustainability, environmental, and social standards and to formally sign the policy as a commitment to its implementation and continuous adherence.

7.1. Our commitment to Activity and excursions

- Only working with excursions/activities providers that adhere to the company's Code of Conduct.

- Ensuring that local customs, traditions, cultural integrity and natural resources must be respected in all excursions and activities organized by or on behalf of Mauly Tours.
- Not offering any excursions that harm humans, wildlife, environment, or natural resources such as water and energy.
- Not offering tours that involve captive animals. This is in the interest of animal welfare and environmental protection.
- Having clear guidelines / codes of conduct in place for environmentally and culturally sensitive excursions that are offered by or on behalf of the company. These guidelines will be actively communicated to guests and shared and implemented by excursion providers and guides.
- Using qualified and/or certified guides to take our guests to sensitive cultural sites, heritage sites or ecologically sensitive destinations.
- Promoting and advising our guests on excursions and activities that directly involve and support local communities through the purchase of services or goods, traditional crafts and local (food) production methods, or visits to social projects.
- Promoting and advising our guests on excursions and activities that support the local environment and biodiversity, such as visiting protected areas or environmental projects.

8.0. CUSTOMER ENGAGEMENT

Our company is deeply committed to educating and engaging customers on responsible travel practices and sustainability initiatives. To achieve our goals, we have established specific targets to ensure that every tourist is informed and involved in our efforts.

- Firstly, we aim to inform 100% of tourists on responsible travel practices within the first year of implementing our sustainability program. This involves providing comprehensive information on sustainable behaviors, conservation efforts, and the importance of minimizing environmental impact.
- Secondly, we incorporate environmental education into all tour activities and offer eco-tours that showcase sustainable practices and highlight conservation efforts.



- Thirdly, we actively seek feedback from customers on sustainability practices and preferences to continuously improve our initiatives and tailor them to their needs. 
- We ensure that no marketing and advertisement document, statement, or other publication, shall contain misleading information, over advertise and under deliver. We guarantee that all our staff are aware of and ensure that what is offered can be delivered to our clients with ease.

8.1. Sustainability communication to our clients

It's our responsibility to provide clients with clear and transparent information about the social and environmental impacts of their journeys. We guide our customers to make responsible travel decisions by sharing practical sustainability information before and during their trips. Our communication includes:

- Use of accommodations that are certified or committed to sustainable practices
- Information and options for carbon footprint awareness and CO₂ compensation
- Selection of activities and excursions that support local communities and environmental conservation
- Guidance on responsible shopping and avoiding illegal or environmentally harmful souvenirs

Maully Tours and Safaris maintain open and respectful communication with our clients and encourages feedback at any time, especially on sustainability and service quality. We systematically monitor customer satisfaction and use the feedback received to improve our services, strengthen our sustainability practices, and enhance the overall travel experience.

SO, WE RECOMMEND OUR CLIENTS AND TO SHARE THEIR SUSTAINABILITY FEEDBACK THROUGH
<https://forms.gle/ZL3NGmd4eBo3fHqd7>

9.0. HEALTH, SAFETY, AND RISK MANAGEMENT

At Maully Tours, the health, safety, and well-being of our clients, staff, partners, and local communities are essential to our commitment to responsible and sustainable tourism. We aim to prevent risks, respond effectively to emergencies, and continuously improve our safety management systems across all operations.

9.1. Commitment to Risk Management

Maully Tours will:

- Identify, assess, and manage potential health and safety risks associated with all tours, destinations, activities, transportation, and accommodations.
- Operate all activities within safe and responsible limits, taking into account environmental conditions, terrain, wildlife, weather, and participant capabilities.
- Work only with qualified staff, suppliers, and partners who meet required safety standards.

9.2. Staff Competence and Training

Maully Tours will ensure that:

- Guides, drivers, and operational staff are properly trained and competent in their roles.
- Field staff receive training in first aid, emergency response, risk awareness, and client safety management.
- Regular safety briefings and operational updates are provided to staff before and during trips.

9.3. Emergency Preparedness and Response

Maully Tours will maintain effective emergency procedures by:

- Establishing clear response protocols for medical emergencies, accidents, natural hazards, and security incidents.
- Ensuring that all tours are equipped with appropriate first aid supplies.
- Maintaining reliable communication between guides and the operations office.
- Arranging evacuation support, including coordination with local rescue services and air evacuation providers when necessary.

9.4. Emergency Contacts and Communication

For any emergency we recommend our clients to contact through the following contacts details

- +255 784 884 018 +255 27 27 50730
- contact@mauly--tours.com

9.5. Contacts / communication to sustainability department

All staff share responsibility for understanding, promoting, and implementing this Sustainability Policy within their respective roles and departments.

The overall implementation, monitoring, and continuous improvement of this policy is led by the **Sustainability Coordinator**:

SUSTAINABILITY COORDINATOR: FRANK MBISE

COMPANY: MAULY TOURS AND SAFARIS

EMAIL: sustainability@mauly-tours.com

10. CONCLUSION

We believe that, by integrating sustainability considerations into all aspects of our operations, from internal management to destination practices, customer engagement, supplier relations, and community partnerships, we aspire to lead by example in the tourism industry. Transparency, collaboration, and continuous improvement are fundamental to our approach, ensuring that we not only meet but exceed our sustainability goals.

Together, with our stakeholders, we embark on a transformative journey towards a more sustainable and equitable future. Join us as we pioneer a new era of responsible travel, one adventure at a time.

10.1. Our commitment to the policy

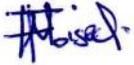
By adopting this Sustainability Policy, Mauly Tours and Safaris commit to its effective implementation as a practical management tool that guides our responsible tourism operations and decision-making across all destinations. All staff; guides, partners, and guests are expected to understand, support, and align their actions with the principles of this policy to ensure responsible and sustainable practices at every stage of the travel experience.

THE SUSTAINABILITY POLICY UPDATED AND APPROVED BY:

Managing Director,
Mauly Tours and Safaris Ltd,
JAMEEL JAMAL
JANUARY 2026

COORDINATED BY:

Sustainability Manager,
Mauly tours and safaris ltd,
FRANK MBISE



JANUARY 2026

11. APPENDIX

11.1 POLICY FRAMEWORK

TABLE 01: Policy framework for identifying, monitoring, and improving sustainability aspects

COMPONENT	DESCRIPTION
i) Identification of Sustainability Aspects	<ul style="list-style-type: none"> Conduct a thorough assessment of our operations to pinpoint key sustainability aspects including carbon footprint, energy consumption, water usage, waste generation, transportation practices, biodiversity impacts, employee practices, and cultural preservation efforts.
ii) Establishment of Key Performance Indicators (KPIs)	<ul style="list-style-type: none"> To have defined and measurable KPIs that are directly linked to our sustainability objectives and targets, enabling us to actively monitor our performance and progress over time.
iii) Implementation of Monitoring Systems	<ul style="list-style-type: none"> Utilizing the Travelife Monitoring and Evaluation tool to monitor the implementation of our policies and ensuring real-time tracking of progress.
iv) Regular Review and Evaluation	<ul style="list-style-type: none"> Conducting regular reviews and evaluations of our sustainability performance, our sustainability manager documents findings in a formal Monitoring and Evaluation document, enabling us to closely track our progress.
v) Continuous Improvement Initiatives	<ul style="list-style-type: none"> Continuously developing and implementing targeted initiatives based on comprehensive review and evaluation results, actively addressing areas for improvement and driving tangible progress.
vi) Stakeholder Engagement	<ul style="list-style-type: none"> Engaging proactively with both internal and external stakeholders, we actively seek feedback, share best practices, and foster collaboration on sustainability initiatives, ensuring alignment with diverse perspectives and priorities.
vii) Training and Capacity Building	<ul style="list-style-type: none"> Providing robust training and capacity-building opportunities to our employees, we empower them with a deep understanding of sustainability issues, equipping them to contribute effectively to our sustainability objectives.
viii) Integration into Decision-Making Processes	<ul style="list-style-type: none"> Embedding sustainability considerations into our decision-making processes at every organizational level, we ensure that sustainability is seamlessly integrated into strategic planning, operations, and daily activities, driving continuous improvement and long-term value creation.

11.2. Dissemination of sustainability policy

At Mauly Tours and Safaris, we recognize the importance of ensuring that our Sustainability Policy is effectively communicated to all stakeholders. To achieve this, we have developed a comprehensive plan for disseminating the policy

Internal Communication

Staff Meetings: The Sustainability Policy will be presented and discussed during regular staff meetings to ensure that all employees are aware of its contents and objectives.

Employee Training Sessions: Special training sessions will be organized to provide detailed information about the policy, its significance, and the role of employees in its implementation.

Email Communication: An official email containing the full text of the Sustainability Policy will be sent to all employees, accompanied by a brief explanation of its key points.

Employee Handbook Integration

The Sustainability Policy is integrated into the company's employee handbook to serve as a reference guide for all staff members. This will ensure that employees have easy access to the policy whenever needed.

Customer Communication

Website Publication: The Sustainability Policy is prominently featured on our company website, accessible to both current and potential customers. This will demonstrate our commitment to sustainability to our clients.

Tour Information: Information about our sustainability initiatives, as outlined in the policy, will be included in tour itineraries and promotional materials provided to customers.

Supplier Engagement

Supplier Communication: Our suppliers are informed of our Sustainability Policy and encouraged to align their practices with our sustainability objectives. This is communicated through official letters, emails and meetings with key suppliers.

Community Engagement

Local Community Partnerships: Local community organizations are informed about our Sustainability Policy and invited to collaborate on sustainability initiatives. This is achieved through direct communication and meetings with community leaders.

CONTINUOUS UPDATES OF THE POLICY

In order to ensure that our policy remains relevant and effective, the following procedures will be implemented:

- i) **Annual Review:** The Sustainability Policy will undergo a comprehensive review annually to assess its effectiveness and alignment with our sustainability goals.
- ii) **Industry Benchmarking:** We will continuously monitor industry trends, best practices, and emerging sustainability issues to ensure that our policy remains in line with global standards and expectations.
- iii) **Stakeholder Engagement:** Feedback from employees, customers, suppliers, and local communities will be solicited on an ongoing basis to gather insights, identify challenges, and explore opportunities for enhancing our sustainability efforts.
- iv) **Transparent Communication:** Updates to the Sustainability Policy will be communicated transparently to all stakeholders through multiple channels, including company-wide announcements, internal newsletters, and updates on our website and social media platforms.
- v) **Training and Awareness:** Regular training sessions and awareness programs will be conducted to ensure that employees are familiar with the latest version of the Sustainability Policy and understand their roles and responsibilities in its implementation. This will foster a culture of continuous learning and improvement across the organization.
- vi) **Legal and Regulatory Compliance:** We will monitor changes in relevant laws, regulations, and industry standards to ensure that our Sustainability Policy remains compliant with legal requirements and reflects current best practices.
- vii) **Evaluation of Impact:** The impacts of updates to the Sustainability Policy will be evaluated periodically to assess their effectiveness in driving positive change and achieving our sustainability objectives. Key performance indicators (KPIs) will be used to measure progress and track the outcomes of implemented changes, allowing us to refine our approach and improve our sustainability performance over time.