



SUSTAINABILITY POLICY



INTRODUCTION



As a leading tour operator and destination management company (DMC) in Namibia, we are committed to promoting sustainable tourism practices that benefit the environment, society, culture, and economy while ensuring health and safety for all stakeholders. This Sustainability Management System (SMS) outlines our sustainability integration and continuous improvement framework. This document is a revised version of the Matiti Safaris Sustainability Policy 001-10, approved on 23 September 2019.

I. POLICY STATEMENT



We operate in an environmentally and socially responsible manner by:

- Minimizing our ecological footprint and preserving Namibia's natural resources.
- Upholding ethical standards, respecting local cultures, and engaging with communities.
- Supporting local economies and businesses for equitable growth.
- Ensuring the health and safety of our guests, employees, and communities.
- Guaranteeing that all marketing materials accurately reflect our offerings, ensuring transparency and reliability in our communication.

2. ENVIRONMENTAL MANAGEMENT



Resource Efficiency:

We implement measures to reduce energy consumption, water usage, and waste in our offices and tour operations.

Biodiversity Conservation:

We collaborate with conservation organizations to protect Namibia's ecosystems and wildlife.

Carbon Footprint Reduction:

We promote eco-friendly transportation, offset carbon emissions, and encourage sustainable travel practices.

Reduction of Disposable and Consumable Goods:

- We train employees on sustainable purchasing and waste reduction through initiatives such as "Plastic-Free Month."
- We track and report waste reduction progress, aiming for a 10% reduction in internal paper waste by 2025.
- We have eliminated plastic shopping bags and replaced disposable office supplies with reusable alternatives.
- We provide employees with reusable water bottles and install water dispensers to reduce single-use plastic.

Energy Management:

- We continuously work to reduce energy consumption and carbon footprint.
- We have optimized heating, cooling, and ventilation settings and installed energy-efficient LED lighting.
- We purchase energy-efficient office equipment and encourage employees to adopt energy-conscious practices.
- We promote digital file-sharing to reduce unnecessary email attachments and server load.
- We monitor energy use and report progress annually.

3. SOCIAL AND CULTURAL RESPONSIBILITY



Community Engagement:

We develop partnerships with local communities, involve them in tourism activities, and support community-based projects that enhance livelihoods and preserve cultural heritage.

Cultural Sensitivity:

We provide cultural orientation to guests, respect indigenous traditions, and educate travelers on responsible behavior.

Employment and Training:

We prioritize hiring locally, provide fair wages, and offer training and advancement opportunities for employees.

4. ECONOMIC SUSTAINABILITY



Local Procurement:

We source goods and services from local suppliers, artisans, and businesses to stimulate the economy and create jobs.

Tourism Revenue Sharing:

We allocate a portion of our revenue to community development, infrastructure improvements, and conservation initiatives.

Diversification:

We develop innovative tourism products to reduce carbon footprint.

Sustainable Purchasing

- We prioritize suppliers that follow sustainability practices, including locally owned businesses with sustainability certifications.
- We repair and reuse before purchasing new and source products in bulk to reduce packaging waste.
- Our purchases include recycled paper, fair-trade tea and coffee, sustainable office supplies, biodegradable cleaning materials, and LED lighting.
- We have reduced paper usage by 80% and continue to digitize materials to further minimize paper consumption.

5. HEALTH AND SAFETY



Risk Assessment:

We regularly conduct risk assessments to identify and mitigate health and safety hazards in our operations, accommodations, and tour activities.

Emergency Preparedness:

We maintain comprehensive emergency response plans, train staff, and ensure access to medical facilities for guests and employees.

Health and Hygiene:

We adhere to strict hygiene protocols, including sanitation measures, food safety standards, and disease prevention practices.

6. SUSTAINABLE PARTNERSHIP



Our principles :

- We prioritize working with partners who uphold sustainability standards in their operations.
- We assess partners based on fair labor practices, waste management, energy efficiency, and environmental conservation.
- We maintain a supplier evaluation process, including site visits, guide observations, and client feedback.
- We provide guidance and best practice standards to partners to encourage continuous sustainability improvements.
- We communicate sustainability policies and expectations to suppliers and incentivize sustainable practices through partnership preferences.

7. MONITORING AND EVALUATION



Feedback Mechanisms:

We collect feedback from guests, employees, and local communities to refine our sustainability practices.

Certifications and Compliance:

We maintain certifications such as EcoAwards and Travelife and ensure compliance with national and international standards.

Travelife Action Planning:

We execute our Travelife sustainability action plan with a rigorous monitoring system and we evaluate our progress every 2 month.

8. CONTINUOUS IMPROVEMENT



Training and Awareness:

We provide regular training on sustainability principles and best practices for staff, suppliers, and guests.

Innovation and Research:

We invest in research and development to identify new opportunities for sustainable tourism.

Stakeholder Engagement:

We collaborate with government agencies, NGOs, industry partners, and communities to advance sustainability efforts.

CONCLUSION



We are committed to minimizing our environmental impact while maximizing social and economic benefits. Through collaboration, innovation, and continuous improvement, we set the standard for responsible tourism in Namibia.