

Sustainability policy of AfricaWildTruck



Purpose

AfricaWildTruck is committed to operating in a responsible and sustainable way that protects the environment, supports local communities, and promotes fair and ethical tourism practices.

The purpose of this Sustainability Policy is to integrate sustainability into all areas of our work in our tours operations (and also in our lodge) to staff conduct and supplier relations. Through our participation in Travelife, we aim to continuously improve our environmental, social, and economic performance and contribute to a more sustainable tourism industry in this part of Africa.

Scope

This Sustainability Policy applies to all tours operations of AfricaWildTruck. It aims to covers employees, suppliers, and partners involved in delivering our travel services.

The policy extends to environmental protection, community engagement, labor practices, fair business operations, customer relations and supplier management. It serves as a framework for achieving continuous improvement and compliance with the Travelife Partner sustainability criteria.

Sustainability management & legal compliance

Sustainability commitment

AfricaWildTruck is wholly committed to the company's sustainability performance and endorses the company's sustainability mission statement and policy.

AfricaWildTruck commits to:

- Maintain active Sustainability Coordinator(s) who has completed the Travelife Sustainability Training and Exam, responsible for monitoring, reporting, and implementing the sustainability policy and action plan.
- Define and publicly publish our Sustainability Mission Statement and Policy to ensure transparency and accountability.
- Monitor and continuously improve our sustainability performance through regular review, staff training, and stakeholder feedback.
- We will use the Travelife platform to report on our sustainability progress and to monitor and evaluate progress. We are committed to (publicly) communicating our sustainability performance (by means of the Travelife report) every two years.

Sustainability management & legal compliance

AfricaWildTruck commits to continuous improvement of sustainability practices, including the ongoing monitoring and evaluation of our sustainability policy, with dedicated personnel and resources to achieve our sustainability goals.

AfricaWildTruck follows all local, regional, national, and international regulations as they relate to human resources, human rights, children's rights, land rights, environmental management, wildlife, and land use. We follow a strict Code of Ethics, including a zero-tolerance policy for corruption, bribery, forced labor, and discrimination.

Internal management: social policy & human rights

Employees

- AfricaWildTruck recognize that our employees are our biggest asset for delivering meaningful travel experiences to our customers. Therefore, we maintain a clear human resource policy to ensure:
 - Legal compliance in all regards
 - A safe, healthy, and welcoming workplace
 - Fair contract conditions including fair compensation
 - Training opportunities including trainings on topics of sustainability, sexual harassment and exploitation in the workplace and in the industry
 - Participation in the sustainability planning activities
 - Inclusion and equal opportunity for all employees, particularly with regard to compensation, promotion, distribution of benefits, and professional development opportunities.

Internal management: environment

Environmental management of office operations

- AfricaWildTruck is committed to managing environmental impact as an integral part of our operations. It is our policy to assure the environmental integrity of our processes and products at all times by:
- Continuously seeking opportunities to improve our environmental performance by establishing objectives and targets, measuring progress, and reporting our results, including but not limited to energy, water, paper, and carbon.
- Practising a waste hierarchical approach to always reduce, reuse, and recycle commodities and products instead of waste, particularly waste to landfill.
- Promoting participation and communicating our commitment to responsible environmental management by promoting environmental responsibility amongst our employees and stakeholders and soliciting input from them to better achieve our environmental goals.
- Minimising pollution including light, noise, and any soil, water, or air contaminants, and avoiding use of any toxic or hazardous substances.

Carbon management of office operations

- AfricaWildTruck is committed to reducing our carbon footprint and endeavours to reduce the amount we travel as much as possible by:
 - Reduce the amount we travel as much as possible to get to office
 - Monitoring and measuremeasuring carbon footprint with the aim to reduce as much as possible and offset remaining amounts.
 - Encourageing remote work whenever possible, and when it is not possible, making it easier for employees to limit their carbon footprint by use of eco modes of transportation.
 - We commit to offsetting our remaining direct and indirect carbon from travel and fossil energy use via [carbon offset company].
 - Implementing procedures such as on time proper maintenance for vehicle fleet, offering incentives for bike
 - Installing energy efficient equipment and appliances (laptops)

Land use

- AfricaWildTruck tours offices are located in a urban area and abides by all local land use laws, respects local cultural and natural resources in our business operations, and favours sustainable architecture and design. We rent and share office facilities (toilets) with a nearby shop.

General suppliers policy

- AfricaWildTruck is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We expect a high level of engagement and commitment from our suppliers.
- AfricaWildTruck prefers to work with partners that share the company's commitment towards sustainability. This means that we prefer partners that have a written Sustainability Statement as an integral part of their business policy and/or a clear Sustainability Policy in place.
- AfricaWildTruck prefers to work with suppliers in the destinations that are locally owned or managed, use local and seasonal products and services and benefit the local community by hiring locally and equitably and by providing fair working conditions.
- Whenever possible, AfricaWildTruck prefers to select partner companies that comply with tourism-specific, internationally recognized (GSTC-accredited) certifications, or other sustainability certifications like B Corp.
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- Africawildtruck expects its suppliers to adhere to a Code of Ethics that includes the following responsible business practices:
 - Complying with all local, regional, national and international regulations
 - Respecting all human rights including labour rights, children's rights, and women's rights
 - Committing to fair employment conditions
 - Following anti-corruption, anti-bribery, anti-extortion, and anti-discrimination policies
 - Protecting children from (sexual) exploitation through tourism
 - Protecting the environment and natural resources
 - Acting in the best interest of local communities
 - Protecting the interests of Africawildtruck
- Africawildtruck raises awareness amongst its suppliers to adopt sound social and environmental practices,

and to minimise their carbon footprint.

- Africawildtruck will collaborate with suppliers to improve their sustainability performance. We encourage our suppliers to continuously learn about sustainability and provide/support this learning whenever possible.
- Africawildtruck maintains open lines of communication with our suppliers and partners and encourage feedback from our stakeholders at any time and on any topic, particularly sustainability. Following a zero-tolerance policy, Africawildtruck will terminate any relationships with suppliers that violate Code of Ethics, specifically through acts of bribery, corruption, discrimination, and violation of human rights.

Inbound partner agencies

AfricaWildTruck monitor suppliers and partners periodically based on the sustainability policy statements (with surveys) and ensure their commitment through the Code of Ethics and/or signed agreement

Transport

- As a new company applying as Travelife partner, we are developing responsible transport practices.
- AfricaWildTruck provides and coordinates transport using company-owned 4x4 vehicles and, when necessary, selected external providers.
- AfricaWildTruck is committed in developing and organizing tours with minimum vehicle usage such as walking and hiking tours
- All vehicles are regularly serviced, insured, and maintained to ensure safety and reduce environmental impact.
- A basic vehicle inventory will be created to record vehicle type, fuel use, and maintenance history for monitoring and improvement.
- All transport partners receive and follow our informal Sustainability Code of Ethics, covering:
 - Safe and respectful driving practices
 - Reduction of idling and fuel waste
 - Respect for wildlife and local communities
 - Waste prevention and responsible disposal
- We encourage transport partners to adopt similar responsible practices and prioritize those showing continuous improvement.
- When selecting new transport providers, we will prioritize safety, reliability, and environmental responsibility.
- Internal Sustainability Coordinators will oversee the gradual implementation and monitoring of transport

sustainability actions as part of our Travelife journey.

- Sustainability Coordinators and Operations Manager oversee implementation, monitoring, and review of all transport-related sustainability measures.

Accommodations

- Most of accommodations we work with, are small, locally owned lodges or camps, supporting community-based tourism.
- We are committed in selecting accommodations that employ local communities.
- We are committed in selecting accommodations that incorporate elements of local art, architecture and/ or cultural heritage; while respecting the intellectual property rights of local communities.
- Ensuring that through our accommodation supply chain, the rights of children are respected and safeguarded and has a zero-tolerance policy of sexual exploitation of children.
- We will avoid using hotels or lodges that harm the environment, wildlife, or communities, or that violate human or labor rights.
- We plan to introduce a supplier sustainability checklist and Code of Ethics to follow up these standards.
- Our company will communicate sustainability expectations to all accommodation partners and collect basic information on their practices.
- Suppliers showing interest in sustainability will be given priority for future collaboration.
- The Sustainability Coordinators will oversee gradual monitoring of accommodation partners and record improvements as part of our Travelife Partner progress.

Activities & Excursions

- AfricaWildTruck will not provide activities which are harmful to our nature, clients and communities.
- AfricaWildTruck collects 1% community Levy to contribute community development.

- AfricaWildTruck will have clear guidelines/Codes of Ethic in place for environmentally and culturally sensitive excursions offered by or on behalf of the company. These guidelines are actively communicated to guests, advising on behavior standards during excursions and activities with a focus on respecting the local culture, nature, and environment and as well distributed and implemented by excursion providers and guides.

- AfricaWildTruck will continue providing excursion and attraction providers opportunities for sustainability learning and management, will include free access to the Travelife online learning and reporting platform.

Tour leaders, local representatives, and guides

- AfricaWildTruck ensures that Tour leaders, local rapresentatives and guides have a written employment contract, including labor conditions and a job description, and fully understand the terms and conditions.
- AfricaWildTruck commits to hiring qualified local rapresentative and guides, paying them living wages and

providing safe and fair working conditions.

- The company will provide Tour Leaders, local representatives and guides with learning opportunities on Sustainability topics and Sustainability Code of Ethics agreement.

Destinations

Sustainable destinations

- AfricaWildTruck commits to consider sustainability aspects in the selection process of new destinations, aiming to send visitors to secondary or lesser-known tourist areas to avoid overtourism.
- AfricaWildTruck commits not to promote souvenirs that contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; or historic and archaeological artifacts (except as permitted by law)

Contribution to local communities / local economic network

- AfricaWildTruck commits to positive contribution to the destinations in which we operate, by:
 - Sourcing locally and responsibly, and supporting local and traditional arts and culture
 - Encouraging guests to shop responsibly and educating them about illegal/prohibited/forbidden souvenirs
 - Collaborating with other local tourism stakeholders [including local government, other tourism businesses, academia, community groups] to further the sustainable tourism development of the destination
 - Respecting and advocating for all human rights (i.e. children's rights, women's rights, labour rights, etc.) as well as land rights

Environmental stewardship in destinations

- AfricaWildTruck commits to environmental stewardship in the destinations in which we operate by:
 - Ensuring natural resources remain intact
 - Educating guests about the principles of responsible travel and responsible visitor behaviour

Customer communication and protection

Privacy

AfricaWildTruck commit to:

- Ensure that customer privacy is not compromised.

Marketing and communication

- AfricaWildTruck strives to be truthful in all situations and at all times. We offer products and services that do what we claim in our communications.
- We honour our explicit and implicit commitments and promises.
- We are anti-greenwashing and stand behind our sustainability claims 100%.
- We endeavour to be inclusive and representative in our marketing, and to always take into account cultural, religious, and ethnic sensitivities.

Sustainability communication

- Customers are informed about the social and environmental impact of their journey, and are educated about the sustainable choices they can make, including transparent communication on:
 - Certified accommodations
 - Compensation of their trips CO2 emissions
 - Activities and excursions that benefit the local communities and environmental protection
 - Responsible shopping and illegal souvenirs
 - Encourage and motivate clients to donate to charities and sustainable initiatives.

Customer experience

- AfricaWildTruck aims for all customer experiences to be positive, and follows strict health and safety, marketing, and excursion policies to ensure customer satisfaction. These policies cover specific topics of (but not limited to):
 - Health and safety
 - Emergency procedures
 - Privacy
 - Group numbers
 - Greenhouse Gas emissions and offsetting
 - Transport
 - Shopping
 - Sexual exploitation
 - Children in tourism

- Satisfaction and complaints

- AfricaWildTruck maintains open lines of communication with our customers and encourages feedback at any time and on any topic, particularly sustainability.

Contact / Responsible person

If you have any questions and other insights about the policy, do not sit back contact us through:

Francesca Guazzo and Edger Nkoka, AfricaWildTruck Sustainability coordinators:
sustainability@afriawildtruck.com

Definitions

- Memorandum of Understanding (MoU) - A written agreement between two or more parties that outlines their intention to cooperate or work together on a specific project or objective — without yet creating a legally binding contract.

Effective date

- 15th December, 2025

Revision history

This policy was revised on 18th November 2025

This policy will be revised by 17th November 2026