

Sustainability report - 2026

Tales from Africa Travel Travelife Certified



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1. Reporting context

2. Company data

Tales from Africa Travel

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 7806 Cape Town
<https://tfatravel.com/>
info@tfatravel.com

Tourist volume	1 - 250
Number of employees	1 - 4
Type of tourism	Active / soft adventure, Sport and adventure, City trips, Culture, history and art, Wellness / health, Students, educational, Round tours, Village and Community Based Tourism (CBT), Nature/Wildlife
Special target groups	Singles, Disabled, Seniors, Families with children
Destinations offered	East Africa, Southern Africa

Sustainability coordinator

Henko Wentholt
info@tfatravel.com

3. Introduction

4. Mission statement & policy

4.1 Mission statement

4.2 Policy

5. Assessment overview

Main theme	Criteria	Completed
0. Company characteristics	26	26
1. Sustainability management & legal compliance	34	34
2. Internal management: social policy & human rights	28	28
3. Internal management: environment and community relations	64	64
4. Inbound partner agencies	16	16
5. Transport	10	10
6. Accommodations	16	16
7. Activities	15	15
8. Tour leaders, local representatives, and guides	11	11
9. Destinations	11	11
10. Customer communication and protection	30	30

6. Detailed overview

0. Company characteristics

26

Contact details


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Action			Details
0.1. Sustainability coordinator			Henko Wentholt henko@tfatravel.com +27764048864
0.2. General manager/CEO			Henko Wentholt henko@tfatravel.com +27 764048864 +27 764048864

Organization structure

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Action			Details
0.3. Legal body			Tales from Africa Travel (PTY) Ltd CIPC CAPE TOWN, SOUTH AFRICA

			18 JANUARY 2019  CoR39_60009641676 NOV 2025.pdf
0.4. Ownership structure	✓	✓	The company is owned by Henko Wentholt and Berna van Rooijen, both have 50% of the shares.
0.5. Participations	✓	✓	Company has no participation in other companies and is for 100% owned by the shareholders mentioned in 0.4
0.6. Internal structure and branches	✓	✓	There are two directors, Henko Wentholt and Berna van Rooijen, who are also the owners of the company. Henko is responsible for all operational matters, Berna is responsible for all marketing and financial matters. Due to a lack of further staff, there is yet no other management structure in place.
0.7. Significant changes	✓	✓	This is our first audit.
0.8. Awards	✓	✓	Winner Skal Sustainable Tourism Awards Tour operators/Travel Agents November 2024. Winner Skål Biosphere Sustainable Special Award 2024.

			<p>December 2025: we have applied to join TheCode.</p> <p>Before the last 5 years we signed the Blood Lions pledge and the SATSA pledge against any animal interactions.</p> <p>See https://www.skal.org/blog/skal-international-news-1/post/skal-international-sustainable-tourism-awards-winners-announced-at-its-83rd-world-congress-in-izmir-turkiye-999</p> <p>We commit to educate ourselves and future employees to end modern day slavery A21.org</p>
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Scope of certification

3

Action			Details
0.9. Scope			<p>Our scope includes itineraries, reservations of hotels, lodges, transfers, excursions, transportation and guides, and preparation of travel documents. Reservations of international airline tickets do not apply to our scope.</p> <p>We operate under our own name Tales from Africa Travel for all our products except our motorbike tours, which are marketed under our marketing brand name Ride2Roam, but clients book with Tales from Africa Travel. These fall also under this scope.</p>
0.10. Scope changes			This is our first audit.

0.11. Measurement changes	✓	✓	This is our first audit.
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Brands, products, and/or services

9

Action	☰	✓	Details
0.12. Nature of business Please indicate which of the following activities are part of your business.	✓	✓	Inbound tour operator
0.13. Brands (within the scope of the certification)	✓	✓	
0.14. Key business segments / brands	✓	✓	
0.15. Contracted suppliers	✓	✓	
0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	✓	Built cultural heritage,Intangible cultural heritage,City tour Hiking,Mountain biking,Jeep safaris Diving and snorkelling,Boat tours,Canoe trips Visiting traditional communities,Visiting indigenous people Safari tours,Marine animals watching

0.17. Passenger number Estimate the number of passengers your company accommodates annually	✓	✓	1 - 250
0.18. Tourism types	✓	✓	Active / soft adventure,Sport and adventure,City trips,Culture, history and art,Wellness / health,Students, educational,Round tours,Village and Community Based Tourism (CBT),Nature/Wildlife
0.19. Target groups	✓	✓	Singles,Disabled,Seniors,Families with children
0.20. Destinations	✓	✓	East Africa,Southern Africa

Offices, retail outlets and other buildings

3

Action			Details
0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	✓	✓	
0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope?Describe the number, locations and ownership of the retail outlets	✓	✓	

used by the company. You can summarize in case of many locations (e.g. divide over region or brand).			
0.23. Other buildings Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).	✓	✓	

Personnel

2

Action			Details
0.24. Number of employees 	✓	✓	1 - 4
0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate):	✓	✓	

Public communication

1

Action			Details
0.26. Brands under Travelife scope 	✓	✓	


1. Sustainability management & legal compliance


34


Engagement of company









7

Action			Details
<p>1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined.</p>			<p>Henko Wentholt</p> <p>Sustainability coordinator – job description</p> <p>The Sustainability Officer is responsible for developing, promoting, and communicating the company's responsible tourism practices, both internally and externally. This role is crucial for fostering a company-wide culture of sustainability advocacy and ensuring transparent communication with all key stakeholders regarding the company's sustainability performance and goals.</p> <p>Key Responsibilities</p> <p>Strategy & Advocacy: Act as the central champion for responsible tourism, sharing best practices and empowering employees to serve as sustainability advocates within the company and the wider industry.</p> <p>Stakeholder Communication & Transparency: Manage transparent communication of the company's sustainability initiatives, goals, and performance across all key stakeholder groups (Directors, Employees, Guests, Partners, etc.).</p> <p>Content & Digital Management: Maintain and update all essential sustainability information—including the Responsible Tourism Policy, Action Plan, and Performance Reports—on the company website and social media channels.</p>

		<p>Engagement & Outreach: Utilise a variety of communication channels (social media, newsletters, internal training, industry forums) to maximise engagement, foster dialogue, and advance sustainability collaboration.</p> <p>Travelife reporting: Monitoring and updating Travelife report and action plan</p>
<p>1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.</p>	<p>✓ ✓</p>	<p>We are currently only two people working at Tales from Africa Travel. Besides owners, we also are the management of the company. Sustainability and sustainable practices are therefore not something we bolt on at the end. It runs through everything we do, from the first idea for a trip to all our marketing efforts and right through to when guests head home.</p> <p>We think about sustainability from the very start. When we put a new itinerary together, we look properly at how the trip will not only affect the environment, but also local communities and culture.</p> <p>Sustainability is also not an obligatory box for marketing to tick. It's simply how we do things across the board, whether we're planning, selling, or running a trip on the ground.</p> <p>When we grow larger, everyone in the team will have a role to play. We will work together to keep improving and communicating how we operate in a responsible way.</p> <p>This is all a continuing process. We keep up with all that's happening in the industry, both trend wise but also for individual providers. We aim to keep doing better over time.</p> <p>At the end of the day, it's about making sure that from management through our marketing and sales to our travelers themselves, every journey looks both after the places we visit and for the people who call them home.</p> <p> Sustainability policy in management.pdf</p>

<p>1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.</p>	<p>✓</p>	<p>✓ 100% in time, since sustainable tourism is what we offer. Everything we do is based on our sustainability policy.</p> <p>Since we are only two people currently in the company, it is hard to exactly define the amount of time and effort spend specifically on sustainability. As an estimate, we spend ca. one quarter of our time directly on sustainability related issues, the remaining 75% on marketing, sales, booking and execution of our tours. With 1.5 FTE's this translates to ca. 720 hours.</p> <p> Sustainability policy in management.pdf</p>
<p>1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).</p>	<p>✓</p>	<p>✓ We believe that tourism should leave more than footprints, should help nature, should help the people who live there. That tourism should inspire, teach and let visitors experience what Africa is really like. Not touristic Africa, but the real undiscovered continent that is Africa. We believe in Real sustainable tourism in Africa. Organised by Real people. Offering you Real experiences."</p> <p>See more below</p> <p>Our Mission</p> <p>Our mission: Tales from Africa Travel will successfully create a direct selling site with special, sustainable and experience-oriented tours in Southern Africa. Travellers will always have to feel that they are dealing with a person and not with a company. Each tour will be tailor-made to each traveller's wishes. Engaging with travellers before, during and after the tour is a focus point.</p> <p>For the website this has been split up in seven mission statements, to be found in the menu under the header 'Learn about us', each with a separate landing page. The most pertinent one is the landing page about sustainable tourism. https://tfatravel.com/you-want-real-sustainable-travel/. Here we have added the mission too.</p> <p>homepage: www.tfatravel.com</p>

		<p>landing pages:</p> <p>https://tfatravel.com/we-offer-real-experiences/you-dream-of-wild-and-exotic-tales-from-africa/</p> <p>https://tfatravel.com/real-experiences/you-are-passionate-about-travel/</p> <p>https://tfatravel.com/we-offer-real-experiences/</p> <p>https://tfatravel.com/you-believe-in-ecotourism/</p> <p>https://tfatravel.com/you-want-real-sustainable-travel</p>
<p>1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.</p>	<p>✓ ✓</p>	<p>At Tales from Africa Travel it is obligatory that all staff, whether management or regular staff, follow all Travelife trainings. The below have successfully obtained the Travelife Training Certificate</p> <p>Henko Wentholt, Business Development Manager Berna van Rooijen, Marketing and Financial Manager</p> <p>Company learning monitor Workshop monitor</p> <p> personal_certificate Travelife sustainability manager Henko.pdf</p> <p> personal_certificate Travelife Sustainability Manager Berna.pdf</p>

<p>1.6. Trained key staff Key staff members (such as product managers, communication managers and sales managers) have completed the Travelife training.</p>	<p>✓ —</p>	<p>Berna van Rooijen - Marketing and Financial manager</p> <p>1</p> <p> personal_certificate Travelife Sustainability Manager Berna.pdf</p>
<p>1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, University courses, CSR specific courses).</p>	<p>✓ —</p>	<p>Berna van Rooijen has passed all the other Travelife trainings. Henko will take these in 2026.</p> <p>1</p> <p> personal_certificate Internal Environmental Management Berna.pdf</p> <p> personal_certificate Travelife Child Protection training Henko.pdf</p> <p> personal_certificate_ Staff Engagement _ Berna.pdf</p> <p> personal_certificate Guides and Sustainability _ Berna.pdf</p> <p> personal_certificate_ Leading the Way! Guide Training _ Berna.pdf</p> <p> personal_certificate _ Child protection training Berna.pdf</p> <p> personal_certificate _ Animal Welfare Berna.pdf</p>

Social cooperation

3

Action			Details
<p>1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.</p>			<p>PRE-2026</p> <p>Biosphere Sustainable https://www.biospheresustainable.com/ Responsible travel on LinkedIn https://www.linkedin.com/groups/82367/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000000 Sustainable Tourism Africa and Middle East LinkedIn https://www.linkedin.com/groups/12020565/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000003 Duurzaam Ondernemen LinkedIn https://www.linkedin.com/groups/1237417/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000012 Partnership with Tah-sa Original Homestays Assisted in Tah-Sa setup, development planning and training of Gumi homestay near Somkhanda Game reserve (finished) Developing partnership with Makgabeng community to mentor homestay experiences in Makgabeng area, close to Bochum, South Africa (finished) Tourism Youth Workshop- Tourism stakeholders have a custodian duty to lay down roots for new fruits in the next generation. It is our obligation to assist development by positioning youth at the heart of tourism advancement. With these workshops we help Grade 11 tourism learners better understand the dynamics of our industry beyond textbooks and assessments.</p> <p>It is both humbling and inspiring to be part of this initiative (supported by Cape Town Tourism), guiding teenagers to take up the baton for tourism.</p>

		<p>CURRENT</p> <p>Responsible travel on LinkedIn https://www.linkedin.com/groups/82367/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000000 Sustainable Tourism Africa and Middle East</p> <p>LinkedIn https://www.linkedin.com/groups/12020565/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000000 Duurzaam Ondernemen</p> <p>LinkedIn https://www.linkedin.com/groups/1237417/?lipi=urn%3Ali%3Apage%3Ad_flagship3_groups_index%3B4kcHd046SN6wks1wbRryXw%3D%3D&licu=urn%3Ali%3Acontrol%3Ad_flagship3_groups_index-view_group&lici=00000000-0000-0000-0000-000000000012 Future Leaders Program, a continuation of the previous Tourism Youth Workshop. Tourism stakeholders have a custodian duty to lay down roots for new fruits in the next generation. It is our obligation to assist development by positioning youth at the heart of tourism advancement. With these workshops we help Grade 11 tourism learners better understand the dynamics of our industry beyond textbooks and assessments.</p> <p>It is both humbling and inspiring to be part of this initiative (supported by Cape Town Tourism), guiding teenagers to take up the baton for tourism.</p> <p>We are members of Skal International. We are participating in the formation of Skal Sustainable Tourism workgroup.</p>
<p>1.9. Exchange of experiences</p>	<p>✓ —</p>	<p>CONTINUING</p>

Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .

We actively participate in all the workshops of Fair Trade Tourism in South Africa.

We actively support and participate 8 times per year in the Future Leaders, formerly Tourism Youth, Workshops. Tourism stakeholders have a custodian duty to lay down roots for new fruits in the next generation. It is our obligation to assist development by positioning youth at the heart of tourism advancement. With these workshops we help Grade 11 tourism learners better understand the dynamics of our industry beyond textbooks and assessments.

It is both humbling and inspiring to be part of this initiative (supported by Cape Town Tourism) , guiding teenagers to take up the baton for tourism.

See <https://sites.google.com/view/big-tree-marketing-portfolio/youth-workshops?authuser=0>

UPDATE 2026

Upcoming dates we will participate in:

Thurs 13 March

Valhalla High School

Thus 8 May

Simunye Secondary School





Thurs 24 July

Sithembile Matiso Secondary School

Thurs 14 August

Blackheath High School









Thurs 11 Sept

		<p>Tbc</p> <p>Thurs 16 Oct</p> <p>Peak View Secondary School</p> <p>Thurs 13 Nov</p> <p>tbc</p>
<p>1.10. Donations</p> <p>The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).</p>	<p>✓ ✓</p>	<p>In Victoria Falls, we have joined other tour operators and accommodations in the Ele-Collection, which means we add US\$ 25 per booking that includes Vic Falls (Zimbabwe) or Livingstone (Zambia). This money is used to collect plastic that is otherwise eaten by the local elephants and to recycle that.</p> <p>Furthermore, we are working towards a plan to adopt a program in 2026 on which both we and clients can donate. The program will be a combination of supporting conservation efforts as well as the local communities surrounding these conservation initiatives.</p> <p>Once up, we estimate each client to donate on average US\$ 100 per person.</p> <p> Summary of Ele_Collection .pdf</p> <p> Tales from Africa Contract EC_.pdf</p> <p> Toursim _ Ele_Collection _ A Partnership with Impact.pdf</p> <p> Invoice 202560905_1_1C Andy and Nina proforma.pdf</p>

 Invoice 202560905_1_1E Alison and Lawrie proforma.pdf

Baseline assessment


2

Action		 Details
<p>1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.</p>	<p></p>	<p> We use certified accommodations and providers as a first choice, for instance Fair Trade Tourism certified accommodations and providers (or similar in countries with other certification schemes).</p> <p>We also use providers that are certified on other local schemes and/or where the organisation has a strong sustainable, verifiable policy like Sanparks.</p> <p>The attached list is not finalised, it is in constant evolution as more and more sustainably working lodges, activities providers and partners are added.</p> <p>We are also in contact with Conservio, a booking platform for local, nature-based travel. Their already work with many travelife certified accommodations. We have connected them with Travelife directly as well.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> Inventory partner accommodations activities Tales from Africa Travel 2025.xlsx</p>
<p>1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing</p>	<p></p>	<p></p>

this report).

Policy

2

Action			Details
<p>1.13. Sustainability policy The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.</p>	✓	✓	 Sustainability policy Tales from Africa Travel January 2025 _1__1_.pdf
<p>1.14. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).</p>	✓	✓	https://tfatravel.com/you-want-real-sustainable-travel and https://tfatravel.com/you-believe-in-ecotourism/

Action plan

3

Action			Details
<p>1.15. Action plan The company has a sustainability action plan (with targets, actions,</p>	✓	✓	 action_plan 2026_2027.pdf

measures, responsibilities and time planning).









1.16. Staff involvement

The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.

✓ ✓

All members of staff have been designated certain elements of the Action Plan to ensure they are all active in the implementation of our sustainable practices. All members of staff have done the basic Travelife training and got their certificate. One member has (February 2025) done all available Travelife trainings. All members of staff are required to do the Child protection module as well. Other modules are recommended to be done as well. Certificates will be uploaded to the Report. Any new staff joining will be required to do, as a minimum, the basic Travelife training and the Child protection modules and get their certificate. When putting a program together, the sustainable guidelines are leading in choice of accommodations, itinerary and activities.

All staff are the 2 owners.

-  personal_certificate Travelife sustainability manager Henko.pdf
-  personal_certificate Travelife Sustainability Manager Berna.pdf
-  personal_certificate Internal Environmental Management Berna.pdf
-  personal_certificate Travelife Child Protection training Henko.pdf
-  personal_certificate_ Staff Engagement _ Berna.pdf
-  personal_certificate Guides and Sustainability _ Berna.pdf
-  personal_certificate_ Leading the Way! Guide Training _ Berna.pdf
-  personal_certificate _ Child protection training Berna.pdf


			<p> personal_certificate _ Animal Welfare Berna.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Water Management.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Responsible Marketing.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Procurement Policy.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Travelife Sustainability Manager.pdf</p> <p> personal_certificates Travelife Berna van Rooijen.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Waste Management.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Customer Experience _ Education.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Plastic Management.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Food Waste Management.pdf</p> <p> personal_certificate Travelife Berna van Rooijen Energy Management.pdf</p>
<p>1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.</p>	<p>✓</p>	<p>✓</p>	<p>Our Current Informal System (Small Company)</p> <p>Currently, Tales from Africa Travel has an informal but highly effective system based on dual roles and advanced training:</p> <p>Role Overlap: The Sustainability Coordinator, Henko Wentholt, also acts as the primary Product Manager (doubles as product manager). This direct overlap ensures that all sustainability requirements, objectives, and supplier selection guidelines are integrated into the product design and contracting process immediately and organically.</p>




			<p>Henko is therefore inherently aware of these requirements.</p> <p>Advanced Expertise (Internal Training/Knowledge): Both the Sustainability Coordinator (Henko Wentholt) and the Marketing and Finance responsible person (and in future HR/Operations Lead) (Berna van Rooijen) have completed the Fair Trade Tourism (FTT) Auditor Training. This advanced level of training and knowledge is applied directly to the selection, contracting, and management of all product offerings and partners, demonstrating a high level of competency and commitment.</p> <p>Future Procedure Commitment: We acknowledge that this informal system relies on this specific role overlap. If the company grows and additional staff are hired for product/contract management, a formal procedure will be developed, implemented, and monitored to ensure they receive mandatory, role-specific sustainability training (as outlined in our action plan for all future staff).</p>
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Monitoring and evaluation



5

Action		Details
<p>1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.</p>		<p>For now, since we are only two people in the company and are not only owners, but also married; the monitoring and evaluation is part and parcel of our daily operations.</p> <p>Once we grow, we realise the dangers or informatily degrading our standards and the whole process. We have therefore defined the following policy to ensure the formal monitoring and evaluation of our policies on every level or operations:</p> <p>We have a work from home policy in place, in which we meet every week for a half day with the whole team to ensure everyone is on the same page. During these physical team meetings, every two weeks, the Sustainability Coordinator checks in with the team. It's not a stiff</p>

		<p>meeting, more a working meeting where we look at how we're doing. We will go through what's been done on our action plan, where we're on track and where we're lagging a bit. We will also look at the numbers that matter to us, like how aware we are of our carbon footprint, how much we travel as a business, our digital impact, how we're reducing waste, and how responsibly we're buying. If something isn't working, we talk about it openly. If someone has a better idea, we want to hear it. Everyone gets a chance to speak up.</p> <p>If a physical meeting is for one reason or another not possible (i.e. as during Covid), we will have an online meeting.</p> <p>We won't overcomplicate things with paperwork, but we do keep short notes after each session. Just enough to remember what was agreed, what needs to happen next, and who's taking it on. These notes live in our shared Dropbox, so the whole team can access them anytime.</p> <p>We will also use the Travelife platform to keep everything formally in one place. It helps us track what we've committed to and how we're performing against those goals. The Sustainability Coordinator will keep it updated so we've always got a clear picture of where we stand.</p> <p>Whether with only two people or in the future with a large team, once a year, we'll take a proper formal step back to look at the bigger picture. We'll review how we've done over the past year, where we've made good progress, and where we need to do better. From there, we update our plans, set new priorities, and adjust our targets if needed.</p> <p>The Sustainability Coordinator keeps an eye on the whole process and makes sure things don't drift. But it's not a one-person job. Everyone in the team needs to be involved, show up, and play their part in helping us do better, step by step.</p> <p> 00_Sustainability_Policy_Tracking_and_Process_Dashboard.xlsx</p>
<p>1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions. These procedures</p>	<p>✓ ✓</p>	<p>For achievements while we were Travelife partner 2020 - 2025, see the attached report.</p> <p>Moving forward, we have defined our KPI's for the period 2025 to 2030 in words. Next step is</p>

<p>should be designed to identify the cause and prove that corrective measures have been taken and are efficient.</p>			<p>to quantify these KPI's in number.</p> <p>Step 2 is to put an annual report in place in which all the KPI's are monitored and subsequently measures are put in place to achieve or surpass the ones lagging.</p> <p> KPI_s Tales from Africa Travel 2025_2030.pdf</p> <p> Performance report Tales from Africa Travel 2020 _ 2025 def.pdf</p>
<p>1.20. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.</p>	✓	✓	<p>For now verbal communication during the bi-weekly meetings, email and WhatsApp as direct contact channel, as well as the Action plan, are the tools used.</p> <p> informal_formal communication TFA.pdf</p>
<p>1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.</p>	✓	✓	<p>At the moment, the meeting notes of our meetings and the updates on the action plan are the main method of keeping records. We have a dedicated Dropbox where all important files will be saved and are accessible and available for management.</p>
<p>1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).</p>	✓	✓	<p>Not relevant since we don't have main or subbranches</p>

External reporting and communication

Action			Details
<p>1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.</p>	✓	✓	The company is very small and the management is directly involved in the (Travelife) sustainability reporting process
<p>1.24. Travelife reporting The company reports its progress via Travelife at least every two years.</p>	✓	✓	
<p>1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.</p>	✓	✓	<p>https://tfatravel.com/you-want-real-sustainable-travel and https://tfatravel.com/you-believe-in-ecotourism/</p> <p>These pages reflect our efforts, and clients can download our sustainability policy from there. This acts as a public report on our policies and achievements.</p> <p>At Tales from Africa Travel, we believe that travel can be a force for good. We're passionate about sharing the magic of Africa while minimising our impact and maximising the positive benefits for local communities and the environment. Our commitment to sustainable and ecotourism is woven into the very fabric of our operations, from the experiences we offer to the partners we choose.</p> <p>We understand that today's travellers are increasingly seeking authentic and responsible adventures. They want to connect with the heart of Africa, experience its rich cultures, and contribute to its preservation. That's why we go beyond simply offering tours; we curate transformative journeys that leave a positive footprint.</p> <p>Our Sustainability Principles:</p> <p>Our approach to sustainable travel is guided by several core principles:</p> <p>Community Empowerment: We prioritise partnerships with local communities, ensuring that tourism directly benefits the people who call Africa home. We support community-owned businesses, employ local guides, and incorporate cultural experiences that empower communities and preserve their traditions. Environmental</p>

Stewardship: We are deeply committed to protecting Africa's incredible biodiversity. We promote responsible wildlife viewing, minimize our environmental impact through sustainable practices, and support conservation initiatives. We encourage our travelers to be mindful of their footprint and offer guidance on eco-conscious travel. **Ethical Tourism:** We adhere to the highest ethical standards in all our operations. We avoid activities that harm animals or exploit local communities. We believe in treating all people and places with respect and dignity. **Transparency and Accountability:** We are committed to transparency in our sustainability practices. We openly communicate our efforts to our travellers and stakeholders, and we regularly evaluate our performance to identify areas for improvement.

Our Sustainability Results (and Ongoing Efforts):

While our journey towards sustainability is ongoing, we've made significant strides in several areas:





Community Partnerships: We have established strong partnerships with numerous community-based organisations, ensuring that a significant portion of our revenue directly supports local livelihoods and development projects. We actively showcase these partners on our website and encourage traveller engagement. **Local Sourcing:** We prioritise sourcing goods and services from local suppliers, contributing to the local economy and reducing our environmental impact. This includes everything from accommodations to transportation to the crafts we offer in our curated experiences. **Sustainable Transportation:** We promote and facilitate the use of sustainable transportation options for both our team (including our monthly co-working days at local, sustainable businesses) and our travellers, minimising our collective carbon footprint. We actively encourage carpooling and public transport use where feasible. **Raising Awareness:** We strive to educate our travellers about responsible tourism practices and the importance of sustainability. Our website and social media platforms serve as valuable resources for information and inspiration. **Continuous Improvement:** We are committed to regularly reviewing and improving our sustainability performance. We utilize the Travelife system as a framework for action planning and progress tracking, ensuring that we are always striving to do better.

		<p>We believe that travel has the power to connect people, cultures, and nature in meaningful ways. At Tales from Africa Travel, we're dedicated to making a positive impact on the destinations we visit, leaving a legacy of sustainability and responsible tourism for generations to come. We invite you to join us on this journey.</p>
<p>1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.</p>	<p>✓ ✓</p>	<p>Presently, the sustainability policy is published on the website and there is a general contact form if clients have questions. We have added a dedicated link, published on the sustainability pages of our website, through which readers can contact the sustainability coordinator direct with questions regarding our sustainability policies and initiatives. See https://tfatravel.com/you-want-real-sustainable-travel/#:~:text=Want%20to%20learn.tfatravel.com!</p> <p>We also give regular updates via LinkedIn and - to a lesser extent - Facebook and Instagram about our sustainable practices and activities, aiming to inform our clients about this and stimulate them to take sustainable steps in their own life. See our posts on https://www.linkedin.com/company/67938205/admin/page-posts/published/.</p> <p>As an example: https://www.linkedin.com/posts/tales-from-africa-travel_sustainabletourism-travelife-sustainabilityjourney-activity-7403801953115299840-3KIZ?utm_source=social_share_send&utm_medium=member_desktop_web&rcm=ACoAAADiKJgBA2qpdw9FNM-BH-XLS_dYapH6Ce4.</p>

Legal compliance and fair business practices

8

Action			Details
1.27. Legal requirements overview	✓	✓	

<p>The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).</p>			 legal compliance 2025.pdf
<p>1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.</p>	✓	✓	<p>To the best of our knowledge, our company is in compliance with all legal requirements in the field of health & safety, labour, environment and ethical standards.</p>
<p>1.29. Ethical code The company has an ethical code for all management levels and for other employees.</p>	✓	✓	 Ethical code Tales from Africa Travel 2025.pdf
<p>1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.</p>	✓	✓	<p>As per the Ethical code of Tales from Africa Travel</p>  Ethical code Tales from Africa Travel 2025.pdf
<p>1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.</p>	✓	✓	<p>n/a</p>
<p>1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.</p>	✓	✓	<p>Above the stipulations as pointed out in the ethical code, we are a firm believer in Fair Business Practices as per our business plan.</p>  Ethical code Tales from Africa Travel 2025.pdf
<p>1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective</p>	✓	✓	<p>none</p>




measures that have been taken.			
1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.	✓	✓	

2. Internal management: social policy & human rights


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Social policy and human rights


25


Action		Details
<p>2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.</p>		<p>There are currently only owners working at Tales from Africa Travel, not staff. Any future staff is free to join any union. NOTE Henko one of the directors is employed by Tales from Africa Travel and is on payroll.</p>
<p>2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).</p>		<p>We comply with the South African collective labour conditions, although we don't have staff, only owners working here.</p> <p>Business Registration and Compliance: Our business is legally registered and compliant with all relevant business regulations (company registration, tax obligations, etc.).</p> <p>Contractual Agreements : We have a clear and comprehensive written agreement between the owners outlining roles, responsibilities, profit sharing, decision-making processes, and what happens if one owner leaves or becomes incapacitated.</p> <p>Health and Safety: With a fully remote team of owner-operators, health and safety becomes more about providing guidance, resources, and encouraging individual responsibility than about strict employer oversight. Our focus is on education, awareness, and well-being.</p>


		<p>Intellectual Property: All intellectual property (logos, website content, etc.), including but not limited to copyrights, trademarks, trade secrets, and inventions, created or developed by any Owner during their association with the Company and related to the Company's business, shall be the sole and exclusive property of the Company.</p> <p>Professional Conduct: We have unwritten agreements regarding Honesty and Integrity; Duty of Loyalty; Confidentiality; Conflict of Interest; Professional Demeanor & No Misrepresentation; Compliance with Laws and Regulations; Best Interests of the Company; Dispute Resolution; Reputation of the Company; Equal Opportunity and Non-Discrimination; Breach of Professional Conduct- Need to be written down and formalised</p> <p>Future Hiring:We plan to hire employees in the future, so we are familiarizing ourselves with labor laws so we can start developing compliant policies and procedures in advance.</p>
<p>2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p>	<p>✓ ✓</p>	<p>Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).</p> <p>But we have no employees</p>
<p>2.4. HR Policy The company has a written Human Resource policy.</p>	<p>✓ ✓</p>	<p>A general HR policy is part of our product plan:</p> <p>For new staff, the company aims to employ community members from a disadvantaged background, i.e. drop-puts from school etc., who will be trained by the company and whose workspace will not be in a centralised office, but in the community from where they come. This will be done in partnership with NGO's like AVA who offer these types of second chances. Salaries for new employees will start at minimal 2 times</p>




		<p>minimum wage and TFA travel will pay better than average. Once the company is big and strong enough, medical aid and pension plan will be added. Tales from Africa Travel will develop a system in which future staff are directly involved in success of the company > no bonus but profit sharing based on 5% co-ownership of the company by joint staff. Work is primarily from home or shared office space so no office and no office costs. General meetings at least once every 2 weeks, can be at coffeehouse, in shared office for rent, or in case of travelling via skype or similar. Recon/fam trips and workshops will be part and parcel of the work for all involved; for this specific market product knowledge is absolute necessity.</p> <p>Within the next 10 months a detailed separate HR policy based on this will be formulated.</p>
<p>2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.</p>	<p>✓ ✓</p>	<p>NOTE Henko one of the directors is employed by Tales from Africa Travel and is on payroll.</p> <p> Henk Koos Wentholt Employment Contract corrected_250328_145307.pdf</p>
<p>2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.</p>	<p>✓ ✓</p>	<p>Salaries for new employees will start at minimal 2 times minimum wage and TFA travel will pay better than average. Once the company is financially strong enough, medical aid and pension plan will be added.</p> <p>Staff which are employed for a minimum of one year on permanent basis, will become share holders in Tales from Africa Travel. They will get so-called B-shares, meaning they have no decision power in the company politics, but are also not liable for any losses incurred by the company and which would normally be forwarded to all share holders.</p> <p>Being share holder offers material benefits, like sharing in the profit of the company, as well as immaterial benefits: pride and a sense of ownership, of being more than just staff but a valued share holder.</p>


		<p>Note that one of the director is on payroll and therefore a staff member. For him is applicable that</p> <p>His remuneration structure is designed to be stable and performance-driven:</p> <p>Fixed Salary: He receives a guaranteed basic monthly salary of R10,000.00. This fixed compensation ensures payroll stability and adheres to the Basic Conditions of Employment .</p> <p>The primary incentive for growth is provided through a Performance-Based Incentive, structured as an additional monthly payment tied to agreed-upon performance metrics, such as securing new bookings. This incentivised, variable portion of his total remuneration (which is capped annually) is a strategic measure to align operational costs with actual business generation.</p> <p> Henk Koos Wentholt Employment Contract corrected_250328_145307.pdf</p>
<p>2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.</p>	<p>✓ ✓</p>	<p>For now, we don't employ other staff than Henko.</p> <p>In his contract is stipulated the following:</p> <p><i>iii. Overtime shall be compensated as follows:</i></p> <p><i>Weekdays and Saturdays: 1.5 times the employee's wage.</i></p> <p><i>Sundays and public holidays: 2.0 times the employee's wage.</i></p> <p>Since he's currently the only person working 100% this is not working in practice (also because he's on standby when clients are travelling) so he will compensate time for time, where applicable. Mutually waved.</p> <p>For future employees/staff this overtime is definitely a part of their contract with Tales from</p>

			Africa Travel. It will also be part of the HR policy.
2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	✓	Currently, we do not have any other employees but one of the directors himself. When we start hiring, salaries will begin at a minimum of twice the legal minimum wage, with TFA Travel offering above-average pay. Once the company has grown and stabilised, we plan to introduce benefits such as medical aid and a pension plan.
2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	✓	✓	We will comply with the South African labour conditions regarding maternity leave. However, for now we don't have staff, only owners working here and only one on payroll.
2.10. Disability risks The company contributes to a (work related) disability-risk insurance for all employees.	✓	—	South African law does not require employers to provide general disability insurance for non-work-related disability. We will put in place a voluntary disability-risk insurance for our future employees.
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓	✓	Public Liability Insurance of 5 million Rand through SATIB with Loyd's, yearly renewed. Professional Indemnity Insurance Cover  TALES FROM AFRICA TRAVEL PTY LTD _ password free TRUM223185 GPL and PI Policy Schedule Signed.pdf
2.12. Pension The company contributes to a pension scheme and/or retirement plan for all	✓	—	For now we don't have staff, only owners working here. Once we get staff, we will implement a pension scheme for them.

staff members.			
2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday which is at least in compliance with the legal requirements).	✓	✓	For future employees, while the legal minimum leave is 2 weeks, we will offer 20 working days plus public holidays.
2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	✓	—	<p>Once we employ other staff, we will implement a paid sick leave scheme for them.</p> <p>Currently in the contract with Henko it is stipulated that:</p> <p>a. During each sick leave cycle of 36 months' employment with the employer, the employee shall be entitled 30 days paid sick leave.</p> <p>b. During the first 6 months of employment, the employee shall be entitled to 1 (one) day's paid sick leave for every 26 days worked.</p> <p>c. The employer may reduce the employee's sick pay and increase the number of days of sick leave proportionately in terms of the act.</p> <p>d. Should the employee be absent for more than 2 consecutive days or on more than 2 occasions during an 8-week period, the employee shall not be entitled to sick leave unless the employee produces a medical certificate stating that the employee was unable to work for the duration of the employee's absence because of sickness or injury.</p> <p>e. Should an employee be absent from work because of illness or injury, the employee shall inform the employer of the nature and extent of their absence (no later than 08h00 on the first day of illness).</p> <p> Henk Koos Wentholt Employment Contract corrected_250328_145307.pdf</p>
2.15. Additional benefits	✓	✓	Of the gross profit, 10% is nett profit, of which after two years 20% goes to profit sharing for

<p>Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).</p>		<p>future employees, divided according to time spend (50%) and income generated (50%) for the company. After 4 years this becomes 30%, after 6 years 40%, after 8 years finalised at 50%.</p> <p>This is done by making employees shareholders after one year employment. These will be Class B shares, so employees share in profits but are not liable for any losses.</p> <p>the additional benefits need to be in place for the moment we get more employees (technically Henko is an employee of the company because he gets a monthly salary and is registered as employee with tax- and employment authorities).</p> <p> business plan 2025_2030 Tales from Africa Travel.pdf</p>
<p>2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.</p>	<p>✓ ✓</p>	<p>For Tales from Africa Travel, our current structure as a team of co-owners working from home means a traditional, formal, office-based Health, Safety, and Crisis Management Policy is not currently applicable.</p> <p>Our commitment to employee well-being and safety is met through the following integrated steps:</p> <p>Current Compliance: We have developed a Home Office Health & Safety Compliance Guide – Self-Assessment checklist. This mandatory guide is used by all co-owners to ensure their dedicated workspace meets key safety and ergonomic standards (e.g., electrical safety, lighting, clear walkways, ergonomic setup, and emergency preparedness).</p> <p>Safety Adaptation: This approach directly addresses the primary risks of remote work (Ergonomics, electrical hazards, psychosocial well-being, and lone working) without requiring the unenforceable standards of a conventional office environment.</p> <p>Future Commitment: We are formally committed to implementing a comprehensive, legally compliant Health, Safety, and Crisis Management Policy immediately should the company:</p>

		<p>Expand to include physical co-working office spaces.</p> <p>This ensures that our procedures are appropriate to our current scale, while confirming our readiness for expansion and compliance with national legal standards and best practices.</p> <p> Home Office Health _ Safety Compliance Guide_ self assessment.pdf</p>
<p>2.17. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residentship, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.</p>	<p>✓ ✓</p>	<p>Currently, Tales from Africa Travel operates with 50% female co-ownership and 50% female directors, all will earn exactly the same as their male counterparts. This principle of equal pay and equal opportunity will extend to all future employees as well. While we do not yet have a formal written policy, an official HR policy will be developed as the company grows. This policy will explicitly outline our commitment to non-discrimination in recruitment, employment conditions, training access, advancement opportunities, and all other areas, ensuring compliance with these principles.</p> <p> business plan 2025_2030 Tales from Africa Travel.pdf</p>
<p>2.18. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.</p>	<p>✓ ✓</p>	<p>Tales from Africa Travel does not employ children (14 years or younger) to perform work typically undertaken by adults. We fully comply with national regulations and the UN Convention on the Rights of the Child, ensuring the highest level of protection.</p> <p>We are in the process of becoming members of TheCode.</p> <p>All current managers and future staff are required to complete the Travelife training regarding Child Protection as well as sign off on the Ethical Code Twhich includes a paragraph regarding child protection.</p> <p> personal_certificate Travelife Child Protection training Henko.pdf</p>

			 personal_certificate _ Child protection training Berna.pdf
2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	✓	Currently, we do not employ any staff. However, a formal policy addressing these principles will be developed as part of our HR policy when the company grows and begins hiring.
2.20. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	✓	For Tales from Africa Travel, employee representation is achieved through the direct, transparent management structure of the two co-owners. Non-Applicability: A formal Works Council or staff representative is not necessary because the company only has two co-owners (Henko Wentholt and Berna van Rooijen) who are simultaneously the employees and top management. Procedure: All work-related ideas, concerns, and grievances are immediately addressed through the Weekly Management Review Meeting, which acts as the formal employee consultation forum. Trust: The co-owner relationship ensures direct communication and inherent confidence that all matters will be reviewed without negative consequence. Documentation: This direct procedure will be formally documented in the HR Policy/Staff Manual to ensure clarity for any future hires.
2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	✓	TFA's approach to the disciplinary procedure is based on its adherence to national labor law and the formal documentation within its employment contracts. Written Procedure: The full, detailed disciplinary procedure will be in writing and explicitly contained within the company's HR Policy/Staff Manual and directly


		<p>referenced in all Employment Contracts (e.g., Henk Koos Wentholt's contract).</p> <p>Legal Compliance: The procedure is non-discriminatory and fully compliant with the Basic Conditions of Employment Act, 1997 ("the Act") and relevant labor relations legislation.</p> <p>Key Protections Guaranteed: The procedure guarantees all essential employee rights, including:</p> <p style="padding-left: 40px;">Full Investigation: Management must investigate fully before any action is taken.</p> <p style="padding-left: 40px;">Right to Respond: Employees are informed of complaints and given a chance to have their say.</p> <p style="padding-left: 40px;">Right to Appeal: Employees are allowed to appeal against a decision.</p> <p style="padding-left: 40px;">Progressive Discipline: No employee is dismissed for a first breach of discipline, except in cases of defined gross misconduct.</p> <p>Authority & Communication: The procedure clearly defines which management level (Berna van Rooijen, as future HR/Operations Lead) has the authority for various actions and ensures clear communication of all sanctions.</p>
<p>2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)</p>	<p>✓ —</p>	<p>We have a work from home policy that allows anyone to work the hours they prefer, as long as the tasks they have are finished on time.</p>
<p>2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people</p>	<p>✓ ✓</p>	<p>we have a work from home policy and not a central office.</p>

with special needs.			
2.24. Persons with special needs The company employs persons with special needs	✓	—	For now we don't employ staff with special needs.
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	✓	As of now, we are a small team of two co-owners with no additional employees. We hold bi-weekly check-ins to discuss and ensure the wellbeing of all co-owners. Once we expand and hire employees, employee satisfaction and feedback will become an integral part of our weekly team meetings, allowing us to address any concerns and incorporate suggestions effectively.

Training and education

3

Action			Details
2.26. Health and safety All personnel receive periodic training regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).	✓	✓	At this stage, we do not have any other staff, but we are committed to providing regular training that will be tailored to the specific needs of each employee. The training program will be established and periodically updated as part of our HR policy. Either for an office situation or Work from home Situation. The current checklist for Health and Safety will be a working document then. Home Office Health _ Safety Compliance Guide_ self assessment.pdf
2.27. Personal development The company ensures its staff competencies, personal development and	✓	✓	For now, we don't employ staff. Once we get staff, we will set up and develop this training.




<p>advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.</p>			
<p>2.28. Trainee positions Traineeships/Internships are offered to students.</p>	<p>✓</p>	<p>✓</p>	<p>We are currently too small to have trainees. Once we grow, as per our business plan:</p> <p>Once we reach the size where we need to employ external staff, we will source these candidates from local communities, for example, through AVA, and utilise shared workspaces within these communities to keep travel time and costs low. The staff will mainly be trainees and interns, whom we will train ourselves. To ensure the staff are from the communities we aim to support, we will partner with NGOs like AVA that specialise in this area.</p> <p>1</p> <p> business plan 2025_2030 Tales from Africa Travel.pdf</p>

3. Internal management: environment and community relations

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Procurement

12

Action			Details
<p>3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).</p>			<p>Tales from Africa operates fully digitally, with the aim of using zero paper. All quotes, documents, route descriptions, and more are managed through the online system WETU, which clients can access via the app Travel Key or download to their phones. An example of a full route description is provided, with quotes following the same layout but without the driving directions at the end.</p> <p>We do not send or use any printed documents, agreements, or similar items, except for those that are legally required to be kept as paper records (such as invoices, as mandated by the South African Revenue Service). All contracts and other documents are digitally signed and sent.</p> <p>Additionally, clients receive a goody bag upon arrival, containing reusable items to help reduce their use of disposable plastics. This includes a cotton bag, a reusable bamboo cup for take-away coffee, a Shweshwe notebook, and recycled pencils made from recycled paper. The bag also includes a converter plug (SA to EU) and a pocket flashlight for loadshedding.</p> <div style="margin-top: 10px;">  ROADBOOK Südafrika für Walter Trindler ref 20260107_1.pdf  Routeboek Bob en Cynthia westkust ref 20251112_1.pdf  quote Alison and Lawrie Rovos and South Africa itinerary version 3.pdf </div>
<p>3.2. Sustainable purchasing</p>			<p>Policy Statement and Objectives</p>

Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.

While our team of co-owners works remotely, sustainable purchasing is a core value directly integrated into our broader Sustainability Policy. Our objective is to reduce our corporate footprint by ensuring all necessary purchase, from office supplies to team catering and client materials, favor sustainable suppliers and products whenever they are available and of sufficient quality.

Our Core Objectives (The "Policy"):

Sustainable Products & Services: Prioritise purchasing locally sourced, fair trade, organic, eco-labelled (e.g., FSC, organic), and low-packaging goods.

Resource Efficiency: Minimise the consumption of water, energy, and disposable materials related to work operations.

Waste Minimisation: Reduce waste generation and maximise the use of reusable and recycled materials.

Digital First: Enforce an 'internet-only' policy to prioritise digital solutions and drastically reduce the need for printed materials.



Limitations and Context






Due to our operational structure as a small, remote-first company, we do not currently have a formal, standalone written purchasing policy. Instead, our individual commitments, guided by the principles in our central Sustainability Policy, function as our operational framework. We are currently exploring ways to formalise this further, perhaps through a shared online document outlining our agreed-upon principles and linking back to our main sustainability policy.






Implementation and Recent Examples














We implement this policy through conscious individual action and collective decisions:

Area of Compliance Implementation Action / Example Sustainable Products We

		<p>encourage team members to choose recycled or sustainably produced materials for any individually purchased office supplies, and we specifically seek out Fair Trade and ethically sourced products for client giveaways and infrequent team gatherings. Support for Sustainable Suppliers Our last team meeting was held at a local coffee shop that explicitly serves sustainably sourced coffee and pastries, demonstrating our commitment to supporting businesses with ethical and environmentally responsible practices. Waste & Water Reduction As part of our personal commitment to resource efficiency at home, co-owners actively apply water-saving measures, such as catching shower water to use as flush water for toilets in their home offices. Energy & Equipment We prioritise the selection of low-energy equipment for any necessary purchases and are disciplined in utilizing energy-saving modes and turning off equipment when not in use. Sustainable Travel We utilise video meetings and telecommuting to maintain our low carbon footprint, only considering sustainable transport options when travel is absolutely necessary.</p> <p> Sustainability policy Tales from Africa Travel January 2025.pdf</p>
<p>3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.</p>	<p>✓ ✓</p>	<p>We operate almost entirely digitally, minimising our paper use significantly. Any essential printing required by SARS regulations is done on FSC-certified paper. Due to our low printing volume, a single box of paper lasts several years. We have selected FSC-certified paper as our standard for these limited printouts, prioritising responsible forestry practices. Our digital-first approach results in minimal paper consumption and a correspondingly low environmental impact.</p> <p> FSC paper mark.jpg</p>
<p>3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.</p>	<p>✓ ✓</p>	<p>We do not own a printing and/or copy machine.</p>
<p>3.5. Certified coffee and tea At least 50% (in weight or value) of coffee and tea provided in the office is</p>	<p>✓ ✓</p>	<p>We use Bos Tea or Carmien Tea, organic rooibos tea, sourced in the supermarket. For Coffee we use regular coffee bought at the supermarket, but we buy coffee blended, roasted and</p>

<p>fairtrade, organic, is grown in the country or has another recognised sustainability certification.</p>		<p>produced as close as possible - as per the attachment. And we LOVE Sikis coffee from Kayelitsha.</p> <p> Ontime Coffee_2024_12_10_530.00 _1_.pdf</p> <p> Coffee.jpg</p> <p> Carmien tea.jpeg</p>
<p>3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.</p>	<p>✓ —</p>	<p>Anything we source for the company has to be sustainable and locally produced where possible to minimise transport distances and maximise community support.</p> <p>examples:</p> <p>our desk in the home office is build from recycled bluegum wood and made in the local township. I have uploaded a picture because we don't have an invoice (cash payment). we recently purchased bags made from recycled trade show banners by a collective of women in a township, invoice attached. Bags are for welcome bag for clients. we don't purchase paper, pencils etc. since we work 100% online, so we have no other recent purchases.</p> <p> office desk.jpg</p> <p> invoice 30 welcome bags Notes_260313_080218 _1_.pdf</p>
<p>3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.</p>	<p>✓ ✓</p>	<p>As per our sustainability policy.</p> <p>examples:</p> <p>recent purchase of welcome bags in amount of 30, which will last us about two years In</p>

			<p>2023 we purchased bamboo ecups for our clients in bulk, which will last us another three years. In 2023 we also purchased ecopencils, coloured pencils made of recycled paper instead of wood. Unfortunately I don't have a invoice for this to upload.</p> <p> Sustainability policy Tales from Africa Travel January 2025.pdf</p> <p> invoice 30 welcome bags Notes_260313_080218 _1_.pdf</p> <p> TFA travel ecoffee Tipto Wholesale Order Form _ Aug 2023.xlsx</p>
<p>3.8. Catering Catering works sustainable (purchasing, transport, waste) and offers a maximum range of locally produced, organic, MSC certified, fair trade and healthy food.</p>	✓	✓	<p>we don't provide catering to our staff</p>
<p>3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.</p>	✓	✓	<p>Anything we source for the company has to be sustainable and locally produced where possible to minimise transport distances and maximise community support.</p> <p>examples:</p> <p>our desk in the home office is build from recycled bluegum wood and made in the local township. I have uploaded a picture because we don't have an invoice (cash payment). we recently purchased bags made from recycled trade show banners by a collective of women in a township, invoice attached. Bags are for welcome bag for clients. we don't purchase paper, pencils etc. since we work 100% online, so we have no other recent purchases.</p> <p> Sustainability policy Tales from Africa Travel January 2025 _1_ _1_.pdf</p> <p> office desk.jpg</p>




			 invoice 30 welcome bags Notes_260313_080218 _1_.pdf  TFA travel ecoffee Tipto Wholesale Order Form _ Aug 2023.xlsx
3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.			<p>We give all direct booking clients a welcome bag that is made of organic cotton and that clients can use as a shopping bag instead of the plastic bags you normally get. It contains a bamboo mug so they can refill instead of use once-off coffeecups, a locally made shweshwe notebook and a set of coloured pencils made of recycled paper instead of wood. This is accompanied by a welcome letter explaining why we give these. The goal is to stimulate clients to travel sustainably by addressing some of the more polluting aspects when shopping and travelling.</p>  Welkom brief Jan en Geertruida.docx  welcome gift bags.jpg  bamboo ecocup.jpg
3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.			<p>We use Earthsap and BAC cleaning materials since these are organic in nature and biodegradable. Not all cleaning materials in South Africa are available as biodegradable with good cleaning results, but wherever possible we use one of these brands.</p>  Cleaning products.jpg
3.12. Other purchasing practices Other sustainable purchasing practices are in place.			<p>See our policy</p>  Sustainability policy Tales from Africa Travel January 2025.pdf







Paper (promotional materials)




3




Action			Details
<p>3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).</p>			<p>We work almost completely digitally without printed materials. For a very limited number of items, like printing business cards f.i., we use Hotink in Cape Town, the only printer with a sustainable use of paper and materials in Cape Town. They print carbon neutral using sustainable sourced paper, FSC certified. The attached invoice is still valid. We haven't used all our business cards yet. We try to be as paperless as possible and currently using the virtual business card or QR code more and more. Therefore we haven't printed business cards in several years and still using the ones we had printed in 2020. See http://www.hotink.co.za/green-spot/</p> <p>100</p> <div data-bbox="1025 826 1469 900"> Hotink 086630 business cards.pdf </div>
<p>3.14. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).</p>			<p>We work 100% digital and do not print brochures or any other printed promotional material.</p>
<p>3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.</p>			<p>We have an Internet Only policy for this.</p>


Energy

Action		Details
<p>3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.</p>		<p>Our work-from-home setup makes a big difference to our energy use – way less than if we were all in a big office. This way of working cuts down on things like commuting, shared office lights, and all that office equipment running all day. Everyone on the team does their bit too, like switching off lights when they leave a room and making sure computers and other gadgets are in sleep mode or off when they're not being used. Working remotely already helps a lot with saving energy, but we also know it's important for everyone to do their part at home.</p>
<p>3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.</p>		<p>Because we all work from home, our energy use is spread out across our team's houses. We don't use generators – power cuts are something each team member handles themselves. We're keeping an eye on battery backup solutions as they get more affordable, and we'll consider them as we regularly check how we manage energy.</p> <p>For our office, we have monitored our energy and water usage in the excel sheet provided under guidance. Since it is a home office, and we buy prepaid electric and the water is included in the building service costs, we don't have bills for exact usage. We estimate that 1/5 of electric usage is used for the office and that we flush toilets twice a day during working hours – mostly with grey water but to be sure we added it as black water.</p> <p>For our client trips and our own work travel, we make sure everything is 100% carbon neutral – we offset all the greenhouse gases. We do this in two ways: first, we try to use companies that don't produce a lot of greenhouse gases. Second, for the emissions we can't avoid, we calculate them and offset them using a simple online calculator for each trip. For our home offices, we figure about half of our home energy use is for work, and we offset that half. We also offset any personal trips we take.</p> <p>Right now, we work with Trees for Tourism (www.saforesttrust.com) to offset these emissions. Clients get a certificate showing where their trees are planted. We know that planting trees as the <i>only</i> way to offset carbon is being questioned, so we're looking into other, better ways to do this during 2025. When we find something good, we'll update this.</p>

		1200 0	 Trees for Travel certificate familie Rijpers.pdf  TFT_Bob Settels en Cynthia Werkman certificate.pdf  SART parameters for reforestation sites.pdf  Tales from Africa poster Partername is a partner.pdf  Why reforest presentation.pdf  Office Co2 Calculator_ENERGY_WATER ONLY__2025.xlsx
3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.	✓	—	We work from home so this is not applicable
3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	✓	Inside the office: Our electricity is supplied by Eskom, and unfortunately, the grid mix is currently over 90% non-renewable. While some wind and solar power is fed into the grid, there's no option to purchase green energy independently. We are therefore unable to source sustainable energy directly at this time. Regarding on-site generation, we are currently unable to install our own solar panels as we are part of an apartment complex. We require the building owners' agreement for such installations, and they have not yet granted permission. We are actively pursuing individual permission for each apartment to install solar, which would enable us to transition fully to solar power. We continue to engage with the body corporate on this matter.

		<p>Communal spaces</p> <p>The home office is in an apartment building. All the communal spaces (parking, hallways) are powered by solar power supplied by solar panels on the roof of the apartment building.</p>
<p>3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.</p>	<p>✓</p>	<p>For our client trips and our own work travel, we first prioritise service providers with low greenhouse gas emissions. Then, for any remaining unavoidable emissions, we calculate and offset them using an online carbon calculator.</p> <p>Specifically, we use the https://www.carbonfootprint.com/calculator.aspx calculator for client travel, multiplying the result by 1.5 to account for potentially older equipment used in Southern Africa. This calculation covers all aspects of their trip booked through us, including accommodation, transport, activities, and meals.</p> <p>For our home offices, we estimate that 50% of domestic energy use is work-related, and we offset that portion. We also offset any personal travel undertaken by team members. For these calculations, we use a general online carbon calculator.</p> <p>Currently, we partner with Trees for Tourism (www.saforesttrust.com) for our carbon offsetting. Clients receive a certificate with GPS coordinates of their planted trees, providing proof of the offsetting activity. However, we are aware that tree planting as the <i>sole</i> offsetting method is being re-evaluated, and we're actively researching alternative, more robust methods during 2026. We will update our approach and this information once a suitable alternative is identified.</p> <p> SART parameters for reforestation sites.pdf</p> <p> Tales from Africa poster Partnername is a partner.pdf</p> <p> Why reforest presentation.pdf</p>





			 251014 TFA Statement.pdf
3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	✓	Almost all of our lighting uses built-in, energy-efficient 5W LED lights. These replaced older, less efficient bulbs. Any remaining traditional bulbs were also replaced with LEDs back in 2020. So, we're well above the 75% energy-efficient lighting target.  ceiling light LED in office.png  LeD lightbulb.jpeg
3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).	✓	—	Home offices, so not applicable
3.23. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	✓	Equipments are switched off after office hours or during lunch breaks (and not on sleep modes). We don't have aircon.
3.24. Light “switch-off” policy Office lights are switched off after office hours.	✓	✓	It needs to be officially added to the sustainability policy. As a standard practice, all lights are switched off in rooms where there are no humans.
3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	✓	We prioritise energy efficiency when purchasing new equipment, balancing it with cost and quality. While a formal written policy is in development for our sustainability documentation, our purchasing decisions are guided by these principles. Our most recent laptop purchase was a Dell P185G in 2024 (and earlier in 2022 a Dell XPS 13
















			<p>) . These models were chosen because of its adherence to newer, more sustainable manufacturing standards. It minimises the use of non-recyclable materials, uses recyclable cardboard packaging instead of foam or plastic, and has a significantly lower energy consumption than many other laptops on the market. Future laptop replacements will likely be the same model unless a demonstrably more sustainable and suitable alternative becomes available. We reviewed several options, considering factors like energy consumption, materials used, and packaging, ultimately selecting the Dell XPS 13/P185G as the best balance of sustainability and performance.</p> <p>There have not been any newer purchases because we want to use the laptops as long as we can, well beyond the often recommended three year renewal span, thereby minimising waste.</p> <p> IC V_A waterfront invoice 0225 Dell XPS13 laptop.pdf</p>
<p>3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.</p>	✓	✓	We all work from home.
<p>3.27. Other measures Other measures, not previously mentioned, have been implemented.</p>	✓	—	The work-from-home policy leads to virtual no travel distances to get to and from work, so we save substantially on energy needed and pollution generated in regard to home-work traffic.

Water



Action			Details
<p>3.28. Water reduction policy</p>	✓	✓	<p>Showerheads have been replaced by water-efficient showerheads. Shower water is collected and used as grey water to flush toilets. Leakages are reported and fixed right</p>


<p>The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.</p>			<p>away. Geysers are switched off for 44 hours out of 48.</p> <p> grey water collection 1.jpeg</p> <p> grey water collection 2.jpeg</p> <p> showerhead.jpg</p> <p> toilet flush button.jpg</p>
<p>3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.</p>	✓	✓	<p>Water is provided by government</p>
<p>3.30. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.</p>	✓	✓	<p>We don't have our own water meter, there is one meter for the whole building (17 apartments plus two offices). The body corporate does do regular checks though. Berna is part of the body corporate.</p>
<p>3.31. Water saving taps Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)</p>	✓	✓	<p>Since it is a home office, we don't have any features like aerators or timed buttons for the taps there; we have water saving measures in place for the shower, which saves much more water than the taps.</p> <p>Showerheads have been replaced by water-efficient showerheads. Shower water is collected and used as grey water to flush toilets. Leakages are reported and fixed right away. Geysers are switched off for 44 hours out of 48.</p> <p>In the shared office space, water is collected from its own borehole, not from municipal sources. Image uploaded.</p>




			 grey water collection 1.jpeg  grey water collection 2.jpeg  showerhead.jpg  toilet flush button.jpg  borehole installation.jpg
3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets			<p>We've implemented numerous water-saving measures throughout our homes, including dual-flush toilets.</p> <p>We collect recycled greywater from showering and rainwater for flushing. We prioritize water efficiency in all aspects of our households.</p>  grey water collection 1.jpeg  grey water collection 2.jpeg  toilet flush button.jpg  Watersaving toilet.png
3.33. Rain water Waste water and/or collected rain water is re-used.			Shower water is collected and used as grey water to flush toilets.
3.34. Other examples			Showerheads have been replaced by water-efficient showerheads. Shower water is

<p>Other water-saving measures, not previously mentioned, have been implemented.</p>		<p>collected and used as grey water to flush toilets. Leakages are reported and fixed right away. Geysers are switched off for 44 hours out of 48.</p>
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Waste management



8

Action			Details
<p>3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.</p>			<p>All waste is collected by local government. We collect recyclables (plastics, paper, metals and glass) in a separate bin which is collected on a different time than the general waste.</p>
<p>3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).</p>			<p>Policy attached.</p> <p> waste reduction policy Tales from Africa Travel 2025.pdf</p>
<p>3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).</p>			<p>Home offices and all online. Virtually no waste generated.</p>
<p>3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.</p>			<p>All documents, information etc. is online and clients receive a welcome package which is developed to help reduce waste material when travelling. This contains of</p> <p>a cotton shopping bag, made in one of the townships > no plastic bags needed when shopping a bamboo reusable coffee cup > no disposable cups needed when getting coffee a shweshwe notebook, made in the local townships pencils made from recycled</p>

			<p>newspaper, not wood. A welcome letter explaining the why of this welcome package to clients</p> <p> Welkom brief Jan en Geertruida.docx</p>
<p>3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.</p>	✓	✓	<p>We use tapwater that is filtered for daily use and good taste.</p>
<p>3.40. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste, plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.</p>	✓	✓	<p>Glass, Paper, Metal, Plastic and hazardous waste are separated and are weekly collected separately from the remaining waste.</p> <p>Organic waste separation is unfortunately not possible in our town (Cape Town) and we don't have a garden so not possible to compost it ourselves.</p> <p> waste reduction policy Tales from Africa Travel 2025.pdf</p> <p> separate bins.jpeg</p>
<p>3.41. Toner/ink When using ink and toner cartridges for printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.</p>	✓	✓	<p>We stopped all printing at own premises. The occasional welcome letter in the welcome bag is printed via Office National, and we limit this to one per party.</p>
<p>3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.</p>	✓	✓	<p>Batteries are sparely used and a mix of recyclable and disposable (where recyclable are not practical). Disposable batteries are collected separately and returned to the recycling point at the local PnP.</p>


Reducing pollution

4




Action			Details
<p>3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.</p>	✓	✓	Water is disposed through a government sewage system.
<p>3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.</p>	✓	✓	<p>Working from home and we are focussed on it as human beings. A Pollution Reduction and Hazardous Substance Management Policy has been created and will be part of the sustainability procedure.</p> <p> Cleaning products.jpg</p> <p> Pollution Reduction and Hazardous Substance Management Policy.pdf</p>
<p>3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.</p>	✓	✓	The outside of the building is not owned by us, but maintained by the body corporate. We have no impact on what paint they use, but paints in South Africa are generally water based.
<p>3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).</p>	✓	✓	Home office so regular home lighting etc. is used. No extra impact on the environment.

Mobility

7

Action			Details
<p>3.47. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.</p>	✓	✓	<p>We minimise staff travel through a primarily remote work policy. We hold online meetings and bi-weekly in-person gatherings. For these in-person meetings, we prioritise locations accessible by public transport and encourage its use. We reimburse public transport costs for approved business travel, including these monthly meetings. While we don't offer reimbursement for daily commutes due to our remote structure, we encourage carpooling when private vehicle use is necessary. We are continually exploring additional ways to support sustainable travel.</p> <p>For conferences, we only attend WTM Africa in Cape Town. The kilometres for that are included in the 2000 km travel by motorbike, see attached excel sheet</p>  Office Co2 Calculator_ENERGY_WATER ONLY__2025.xlsx
<p>3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.</p>	✓	✓	<p>We're committed to being 100% CarbonZero, both in the office and when we travel for business. We use the https://sustainabletravel.org/our-work/carbon-offsets/calculate-footprint/ calculator to work out the emissions from our travel, including flights, accommodation, and other trip stuff. We then offset these emissions by planting trees through our partnership with the SA Forest Trust (https://saforesttrust.com/partners/).</p> <p>For every tree we plant, we offset about 500kg of greenhouse gases. This number comes from the Trust and is a safe estimate, as natural forests like the ones we help grow absorb way more carbon than tree farms. We fly less (total number of return flights of our individual team members in the last two year was only 6 times) and find other ways to travel where possible. Planting trees helps us reach our carbon reduction goals by taking carbon out of the air.</p> <p>3</p>

		SART parameters for reforestation sites.pdf Tales from Africa poster Partnername is a partner.pdf Why reforest presentation.pdf Office Co2 Calculator_ENERGY_WATER ONLY__2025.xlsx
<p>3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.</p>	<p>✓</p>	<p>— We maintain a 100% CarbonZero policy for both office operations and business travel. Using the CarbonZero calculator https://sustainabletravel.org/our-work/carbon-offsets/calculate-footprint/, we measure emissions from travel distance, accommodation, and other trip-related activities. These emissions are fully offset through our Trees for Tourism partnership with the SA Forest Trust (https://saforesttrust.com/partners/). We compensate for 500kg of greenhouse gas emissions per tree planted, a conservative estimate provided by the Trust based on a 100-year growth period for similar forests.</p> TFT_Bob Settels en Cynthia Werkman certificate.pdf SART parameters for reforestation sites.pdf Tales from Africa poster Partnername is a partner.pdf Why reforest presentation.pdf 251014 TFA Statement.pdf TFT_Office CO2 offsetting.pdf

<p>3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).</p>	<p>✓</p>	<p>✓</p>	<p>We have a 100% work-from-home policy, which cuts down on daily commuting. So, we don't currently pay for staff's home-work travel (N/A). We do have monthly get-togethers at different venues, but because most of us work from home, regular commuting isn't a big issue. We encourage everyone to use public transport or carpool for these monthly meetings and book venues that are easy to reach by public transport or encourage commuting together. We're not offering extra cash for choosing greener travel right now, but we are looking at other ways to encourage it, like maybe a staff sustainability award.</p> <p> Sustainability policy Tales from Africa Travel January 2025.pdf</p>
<p>3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.</p>	<p>✓</p>	<p>✓</p>	<p>We have a 100% work-from-home policy, which cuts down on daily commuting. So, we don't currently pay for staff's home-work travel (N/A). We do have monthly get-togethers at different venues, but because most of us work from home, regular commuting isn't a big issue. We encourage everyone to use public transport or carpool for these monthly meetings and try to book venues that are easy to reach by public transport. We're not offering extra cash for choosing greener travel right now, but we are looking at other ways to encourage it, like maybe a staff sustainability award.</p> <p> Sustainability policy Tales from Africa Travel January 2025.pdf</p>
<p>3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).</p>	<p>✓</p>	<p>✓</p>	<p>Electric vehicles are not available in South Africa due to the large distances. We offer as standard to self-driving clients Europcar Cat R Toyota Cross Hybrid cars and explain in our quotes that this is the most environment friendly options.</p> <p>We also started to work with Fabulas tours for our transfers in Cape Town because they are the only ones offering electric vehicles for transfers. See invoice.</p> <p> Fab 1995 Tales From Africa Henko booking Sedan Dec 25.pdf</p>

<p>3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.</p>			<p>We don't own cars nor lease them.</p>
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Sustainability training and awareness raising

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Action			Details
<p>3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.</p>			<p>All staff (currently only 2 owners) complete Travelife's general sustainability and child protection training, with further module completion encouraged. We regularly discuss environmental best practices (water/energy saving, paper use, waste reduction) during meetings and informally. Ongoing training and discussion ensures staff awareness of their environmental responsibilities.</p> <ul style="list-style-type: none"> personal_certificate Travelife sustainability manager Henko.pdf personal_certificate Travelife Sustainability Manager Berna.pdf personal_certificate Internal Environmental Management Berna.pdf personal_certificate Travelife Child Protection training Henko.pdf personal_certificate_ Staff Engagement _ Berna.pdf personal_certificate Guides and Sustainability _ Berna.pdf personal_certificate_ Leading the Way! Guide Training _ Berna.pdf personal_certificate _ Child protection training Berna.pdf

		personal_certificate _ Animal Welfare Berna.pdf personal_certificate Travelife Berna van Rooijen Water Management.pdf personal_certificate Travelife Berna van Rooijen Responsible Marketing.pdf personal_certificate Travelife Berna van Rooijen Procurement Policy.pdf personal_certificate Travelife Berna van Rooijen Travelife Sustainability Manager.pdf personal_certificates Travelife Berna van Rooijen.pdf personal_certificate Travelife Berna van Rooijen Waste Management.pdf personal_certificate Travelife Berna van Rooijen Customer Experience _ Education.pdf personal_certificate Travelife Berna van Rooijen Plastic Management.pdf personal_certificate Travelife Berna van Rooijen Food Waste Management.pdf personal_certificate Travelife Berna van Rooijen Energy Management.pdf
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Land use and community relations

10

Action			Details
3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and			We don't own any buildings or land

demolition are in compliance with zoning requirements, with laws related to protected and sensitive areas, and to heritage considerations.			
3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.	✓	✓	We don't own any buildings or land
3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.	✓	✓	We don't own any buildings or land
3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.	✓	✓	We don't own any buildings or land
3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.	✓	✓	We don't own any buildings or land
3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.	✓	✓	not the case
3.61. Community consultation Local communities are consulted, regarding activities that the business	✓	✓	The building in which our home-office is located is complying with all legislations. No local communities involved.


<p>conducts in areas where it resides, with the aim to avoid adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.</p>			
<p>3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.</p>	✓	✓	<p>We are part of the city water-, sewage- and energy networks so no impact on local communities. Same for food, healthcare etc.</p>
<p>3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.</p>	✓	✓	<p>Henko and Berna are joint secretaries of Envirochild, a local NGO in Houtbay. Envirochild aims to facilitate ‘green, educational and sustainable development’ projects in Hout Bay and surrounding areas that share its vision and goals, by acting as an ‘umbrella’ organisation. Envirochild is the legal and admin channel for micro and entrepreneurial projects who share its vision and goals.</p> <p>See https://envirochild.org/.</p>
<p>3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.</p>	✓	✓	<p>There is no authentic local culture around in Houtbay.</p>





4. Inbound partner agencies

16

Inbound partner agencies

8

Action			Details
<p>4.1. Partner agency policy</p> <p>Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.</p>	✓	✓	<p>We act as a DMC, selling tours direct to our clients. Occasionally we also sell to Dutch travel agents - in 2025 we had three parties booking from them, a total of 12 of our travelers. We don't consider them as key partner agencies since we mainly sell B2C.</p> <p>One of these partners is already a Travelife Partner, the other one has just started the process to become Travelife member.</p> <p>We believe partnering with our agents is the best way to promote sustainable practices throughout our tour operations.</p> <p>We work direct with providers in all the countries we offer and not with any local DMC's.</p> <p>2</p>  <p>YTC Travelife Partner.png</p>
<p>4.2. Communication to partners</p> <p>The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).</p>	✓	✓	<p>Our Sustainability Policy is publicly available on our website and regularly promoted through our social media channels. To reinforce our message, we've also included a dedicated banner in our email signatures, featuring Travelife, Fair Trade Tourism and Born to Live Wild logo's to visually communicate our values.</p> <p>We also send Company Profiles to both agents and a different one to suppliers which clearly</p>







		<p>state our values and goals. See attachments.</p> <p>We provide regular updates via social media, mostly LinkedIn, and newsletters, we hope to encourage them to integrate these principles into their operations and customer communications.</p> <p> Company profile Tales from Africa Travel local 2025.pdf</p> <p> example newsletter.pdf</p> <p> Company profile Tales from Africa Travel 2025.pdf</p>
<p>4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exist, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).</p>	<p>✓ ✓</p>	<p>We've shared our sustainability policy with our two agents. It is available on our website as well.</p> <p>We also work as local agent for Evaneos; sustainability conditions are integrated in their contract with us.</p> <p> Evaneos Partnership Agreement _ TALES FROM AFRICA TRAVEL PTY LTD _ South Africa DACH market _ Feb 2025_signed.pdf</p>
<p>4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.</p>	<p>✓ ✓</p>	<p>no requests from Travelife or our inbound partners to supply trainings. We would gladly assist if asked.</p>
<p>4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for</p>	<p>✓ ✓</p>	






travel companies.			
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	✓	✓	
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	✓	✓	
4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more sustainable production (e.g. financial, contract conditions, marketing benefits).	✓	✓	



Specific conditions

8

Action			Details
4.9. Contracts Written contracts with partner agencies are in place.	✓	✓	<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own sustainable policies.</p> <p>We also work with Evaneos for the German and Swiss market, but essentially we work B2C with their travelers. In our contract with Evaneos it is included we follow their code of conduct.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> Evaneos Partnership Agreement _ TALES FROM AFRICA TRAVEL PTY LTD _</p>

		<p>South Africa DACH market _ Feb 2025_signed.pdf</p> <p> The Evaneos Code of Conduct _ full version.pdf</p>
<p>4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.</p>	<p>✓ ✓</p>	<p>Since Henko is our sustainability coordinator but also Business development manager and as such acts as as contract manager, this is incorporated on a first-hand base. We also have an appendix to the contract with suppliers.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> Sustainability policy in management.pdf</p>
<p>4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).</p>	<p>✓ ✓</p>	<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own ethical code, which include conditions against corruption and bribery.</p> <p> Sustainability policy in management.pdf</p> <p> Ethical code Tales from Africa Travel 2025.pdf</p>
<p>4.12. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).</p>	<p>✓ ✓</p>	<p>In our contract with Evaneos it is included we follow their code of conduct.</p> <p>Further we work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own sustainable</p>

		<p>policies which include TheCode and conditions against child exploitation.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> Evaneos Partnership Agreement _ TALES FROM AFRICA TRAVEL PTY LTD _ South Africa DACH market _ Feb 2025_signed.pdf</p> <p> The Evaneos Code of Conduct _ full version.pdf</p>
<p>4.13. Licence Partner companies comply with local, national and international legislation and regulations.</p>	<p>✓ ✓</p>	<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client, and we quote on an ad-hoc base. We quote and work with them strictly according to all legislation.</p> <p>See also the partnership contract with Evaneos.</p> <p> legal compliance 2025.pdf</p> <p> Evaneos Partnership Agreement _ TALES FROM AFRICA TRAVEL PTY LTD _ South Africa DACH market _ Feb 2025_signed.pdf</p>
<p>4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.</p>	<p>✓ ✓</p>	<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own sustainable policies.</p>
<p>4.15. Labour conditions</p>	<p>✓ ✓</p>	<p>In our contract with Evaneos it is included we follow their code of conduct.</p>


<p>Partner companies comply with all relevant national laws protecting the rights of employees.</p>			<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own sustainable policies which include labour policies.</p> <p> Ethical code Tales from Africa Travel 2025.pdf</p> <p> The Evaneos Code of Conduct _ full version.pdf</p>
<p>4.16. Living wage The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.</p>	<p>✓</p>	<p>✓</p>	<p>We work mainly B2C and though we also work with two agencies in the Netherlands, this is not a formalised partnership. They send us a request if they have a client and we quote on an ad-hoc base. We quote and work with them strictly according to our own sustainable policies which living wages.</p>





5. Transport




10

Selecting transport suppliers

8

Action		Details
<p>5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).</p>	<p>✓</p>	<p>✓</p> <p>We are not responsible for international transport to our destinations, because international flights are not included in our offering.</p> <p>For transport between national destinations, the following:</p> <p>We minimise transport by including walking and cycling tours in our itineraries so they stay longer in one place, and stimulate clients to avoid flying domestically when possible.</p> <p>Furthermore, we offer clients tours which stay longer in one place rather than move every day to a new destination. We also stimulate clients to replace domestic flights with overland trajectories where possible.</p> <p>We compensate for 100% what we can not reduce through our 100% Carbon Zero policy.</p> <p>For this we use the CarbonZero calculator to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforesttrust.com/partners/.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forestst Trust:</p> <p><i>quote: The 500 kg per tree over its lifetime is a conservative guesstimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.</i></p>

		<p><i>In general terms however :</i></p> <p><i>Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.</i></p> <p> SART parameters for reforestation sites.pdf</p> <p> Tales from Africa poster Partername is a partner.pdf</p> <p> Why reforest presentation.pdf</p> <p> TFT_Susanne und Beat Hochuli.pdf</p>
<p>5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.</p>	<p>✓ ✓</p>	<p>We are not responsible for international transport to our destinations, because international flights are not included in our offering.</p> <p>For transport between national or regional destinations, the following:</p> <p>We minimise transport by including walking and cycling tours in our itineraries so they stay longer in one place, and stimulate clients to avoid flying domestically when possible.</p> <p>Furthermore, we offer clients tours which stay longer in one place, rather than move every day to a new destination. We also stimulate clients to replace domestic flights with overland trajectories where possible.</p> <p>We compensate for 100% what we can not reduce through our 100% Carbon Zero policy.</p>

		<p>For this we use the CarbonZero calculator to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforesttrust.com/partners/.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:</p> <p>quote: <i>The 500 kg per tree over its lifetime is a conservative guestimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.</i></p> <p><i>In general terms however :</i></p> <p><i>Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.</i></p> <p>100</p> <p> TFT_Susanne und Beat Hochuli.pdf</p> <p> 250331 TFA 25Q1.pdf</p> <p> 251014 TFA Statement.pdf</p>
<p>5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed desicions for product development and to inform clients.</p>	<p>✓ ✓</p>	<p>We are not responsible for international transport to our destinations, because international flights are not included in our offering.</p>

<p>5.4. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).</p>	<p>✓</p>	<p>✓</p> <p>Public transport to and from the airports in South Africa is non-existent, except the local minibus services for commuters. These are not safe and not suitable for any international traveller, so we have to use dedicated private transfers.</p> <p>As for all the other transport on our tours, we try to minimise the impact and we compensate for 100% what we can not reduce through our 100% Carbon Zero policy.</p> <p>Most of our clients are self-drive and the choice of vehicle is based on minimising carbon emissions. Since 2025, some car rental companies offer Hybrid cars, like Europcar with their new Group Q Toyota Corolla Cross Hybrid, which we are now offering as first choice to our self-drive clients if it is a couple or family with small children. See https://www.europcar.co.za/our-fleet and click on hybrid.</p> <p>For this, we use the Carbon Footprint Calculator for Travel to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforestrust.com/partners/. As a result, the transfers to the airport of departure are included in our overall 100% Carbon offsetting of the whole tour as per point 5.2</p> <p>Domestic flights sometimes are unavoidable because South Africa is a huge country; in fact you can fit all European countries into it. The distance from Johannesburg to Cape Town is the same distance as from Amsterdam to Barcelona, so you can't speak of short distance connection flights in South Africa. We don't offer fly-in safaris as such nor promote these.</p>
<p>5.5. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).</p>	<p>✓</p>	<p>✓</p> <p>We minimise transport by including walking and cycling tours in our itineraries so they stay longer in one place, and stimulate clients to avoid flying domestically when possible.</p> <p>Furthermore we offer clients tours which stay longer in one place rather than move every day to a new destination. We also stimulate clients to replace domestic flights with overland trajectories where possible.</p>

We compensate for 100% what we can not reduce through our 100% Carbon Zero policy.

Since this year 2025, some car rental companies offer Hybrid cars, like Europcar with their new Group Q Toyota Corolla Cross Hybrid, which we are now offering as first choice to our self-drive clients if it is a couple or family with small children.

See <https://www.europcar.co.za/our-fleet> and click on hybrid.

For this we use the [Carbon Footprint Calculator for Travel](#) to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership.

See <https://saforesttrust.com/partners/>.

We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:

quote: The 500 kg per tree over its lifetime is a conservative guestimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.

In general terms however :

Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment, since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.



SART parameters for reforestation sites.pdf



Tales from Africa poster Partnername is a partner.pdf




Why reforest presentation.pdf

			TFT_Susanne und Beat Hochuli.pdf
5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.	✓	✓	We don't offer cruises since it is the most polluting touristic activity.
5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.	✓	✓	Selection is done and contract is signed according to attached transport contract. transport contract Tales from Africa Travel.pdf
5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.	✓	✓	Part of the transport contract. we agree when corresponding that this is part of the conditions and have no signed editions. transport contract Tales from Africa Travel.pdf

Sustainable packages

2

Action			Details
5.9. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).	✓	✓	Overall, everything we offer is focused on sustainable tourism. We don't offer standard package tours but tailor-make all our tours. The tours on our website serve as an example of what we can do. As per our business plan and responsible tourism plan, we select our accommodations, transport and excursions on sustainability. The Guidance list as supplied by Travelife consists more or less the same criteria that we use, but the social impact of a supplier's policy weighs more heavily for us than only the eco aspects. We are in a country with

		<p>almost 40% unemployment, so creating jobs and making sure local employees are treated fairly by their employers has a large weight in our determinations.</p> <p>Since we became Fair Trade Tourism Approved, we have also developed Fair Trade Tourism Holidays and added these to our example tours. More will follow in the coming years.</p> <p>See https://tfatravel.com/ecotour-national-parks/ for an example.</p> <p> Company profile Tales from Africa Travel local 2025.pdf</p>
<p>5.10. Carbon management (products)</p> <p>The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.</p>	<p>✓</p>	<p>We are not responsible for international transport to our destinations, because international flights are not included in our offering.</p> <p>For transport between regional and national destinations, the following:</p> <p>We minimise transport by including walking and cycling tours in our itineraries so they stay longer in one place, and stimulate clients to avoid flying domestically when possible.</p> <p>Furthermore, we offer clients tours which stay longer in one place rather than move every day to a new destination. We also stimulate clients to replace domestic flights with overland trajectories where possible.</p> <p>We compensate for 100% what we can not reduce through our 100% Carbon Zero policy.</p> <p>For this, we use the https://sustainabletravel.org/our-work/carbon-offsets/calculate-footprint/ to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforestrust.com/partners/.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:</p>

quote: *The 500 kg per tree over its lifetime is a conservative guesstimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.*

In general terms however :

Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.






TFT_Susanne und Beat Hochuli.pdf





6. Accommodations





16





Accommodations

9

Action			Details
<p>6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.</p>	✓	✓	<p>For accommodations, we use 4- and 5-star, small guesthouses, lodges, tented camps and hotels, where possible Fair Trade Tourism or similar certified and owner-operated.</p> <p>We have formulated our policy in the attached document.</p> <p> sustainable accommodations and activities policy 2025.pdf</p>
<p>6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.</p>	✓	✓	<p>All contracted accommodations and other providers are asked to sign an appendix to their contract stating our policy and expectations. Appendix is attached.</p> <p>At this moment (December 2025) 5% of providers have signed and added this appendix to our contracts. This number needs to increase to at least 75% within the next 5 years.</p> <p>Signed contract appendix with Wittedrift Manor attached as an example.</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p>
<p>6.3. Certified accommodations</p>	✓	✓	<p>For accommodations, we use 4- and 5-star, small guesthouses, lodges, tented camps and hotels,</p>

<p>Preference is given to accommodations that are certified by internationally acknowledged (e.g. GSTC, Travelyst) certification schemes. The percentage of certified companies/overnight stays is measured, is growing and exceeds the market average.</p>		<p>where possible Fair Trade Tourism or similar certified and owner-operated.</p> <p>Fair Trade Tourism is our primary source of certified accommodations, though other certification schemes exist.</p> <p>20 May 2026: uploaded latest inventory list with many more accommodations. Fair Trade certified is in green fields.</p> <p>60 25</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> HOTEL LIST AND CAPACITY V5 sa done 05_2026 .xlsb.xlsx</p>
<p>6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.</p>	<p>✓ ✓</p>	<p>All contracted accommodations and other providers are asked to sign an appendix to their contract stating our policy and expectations. Appendix is attached.</p> <p>At this moment (December 2025) 5% of providers have signed and added this appendix to our contracts. This number needs to increase to at least 75% within the next 5 years.</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p>
<p>6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.</p>	<p>✓ ✓</p>	<p>We are in the process of sending our appendix to contract with a cover letter to the accommodations at the time we renew rate requests and contracts. We will step up this process and add the information links for best practice standards, and other guidance regarding sustainability management (e.g., training manuals) to our best-selling accommodations.</p>

		<p>Example of recently signed appendix with Wittedrift Guesthouse in Tulbagh is attached.</p> <p>Due to the inverted season compared to Europe, our new seasons, prices and contracts run from 1st of October to 1st of October. Contracting in South Africa typically takes place in August and September, though more and more providers are moving to calendar years instead of October. As a result, we would normally send out the revised appendix later this year but are speeding this process up as per the action plan. Since it is an appendix to contracts of the providers, we are often bound by their contracting dates. We will update this in our yearly reporting.</p> <p>10</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p>
<p>6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).</p>	<p>✓</p>	<p>Fair Trade certified accommodation providers do this as part of their Fair Trade Tourism accreditation.</p> <p>For the others, at this time, we yearly contact the accommodations that have signed the appendix to the contract to check whether they still fully adhere to these conditions.</p> <p>We need to develop a better plan to do this more structural and in a type of form or standard feedback.</p> <p>5</p> <p> appendix contract TFA travel suppliers 2025.pdf</p>







<p>6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).</p>	<p>✓</p>	<p>✓</p>	<p>So far, we have not been requested to inform our accommodations about training opportunities. All our FTT certified providers, both accommodations and activities, have done the Fair Trade Tourism obligatory training programs.</p>
<p>6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.</p>	<p>✓</p>	<p>✓</p>	<p>In Victoria Falls we have joined other tour operators and accommodations in the Ele-Collection, which means we add US\$ 25 per booking that includes Vic Falls (Zimbabwe) or Livingstone (Zambia). This money is used to collect plastic that is otherwise eaten by the local elephants and to recycle that.</p> <p>One clients invoice uploaded, other amounts bar the elecollection blackened out.</p> <p>Last year we had no clients travelling to Vic Falls. This year we have 4 clients travelling in September 2026 and two more in July, where the Ele collection is added to their invoice and will be paid to Elecollection 4 weeks before tour date (that is when we receive the balance payment from clients).</p> <p> Summary of Ele_Collection .pdf</p> <p> Tales from Africa Contract EC_.pdf</p> <p> Toursim _ Ele_Collection _ A Partnership with Impact.pdf</p> <p> Invoice 202560905_1_1E Alison and Lawrie proforma Travelife version.pdf</p>
<p>6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).</p>	<p>✓</p>	<p>✓</p>	<p>For bookings and itineraries, we always give preference to Fair Trade Tourism certified or otherwise sustainable working accommodations.</p> <p>When we post on our social media a specific accommodation, these are always sustainable accommodations.</p>



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Specific conditions

7

Action			Details
<p>6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.</p>			<p>All contracted accommodations and other providers are asked to sign an appendix to their contract stating our policy and expectations. Appendix is attached.</p> <p>At this moment (December 2025) 5% of providers have signed and added this appendix to our contracts.</p> <div style="display: flex; flex-direction: column; gap: 10px;"> <div data-bbox="1025 754 1630 831"> appendix contract TFA travel suppliers 2025.pdf </div> <div data-bbox="1025 831 1630 908"> appendix contract Wittedrift Manor Tulbagh.pdf </div> </div>
<p>6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.</p>			<p>We use small accommodations that are too small to have a shop offering souvenirs for sale to clients.</p> <p>In the cases where we use a larger accommodation, generally in a game reserve, we check with the accommodation that the souvenirs they offer are locally and/or sustainably sourced. This is almost always the case because these lodges source this to local communities in the area.</p>
<p>6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage.</p>			<p>Our community experiences are based on this principle, so we more than comply with the principle. This is standard practice as per our accommodation selection policy.</p>

<p>The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).</p>			<p>Examples:</p> <p>Leshiba Mountain lodge Duinepos Transfrontier Parks !Xaus Lodge Montagu Country Lodge Kagga Kamma Antbear Oude Werf Hotel Stellenbosch</p> <p> sustainable accommodations and activities policy 2025.pdf</p>
<p>6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.</p>	<p>✓</p>	<p>✓</p>	<p> appendix contract TFA travel suppliers 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p>
<p>6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.</p>	<p>✓</p>	<p>✓</p>	<p>Cancellation of the contract in case of non-adherence is part of the appendix to the contracts we sign.</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p>
<p>6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and sustainability principles.</p>	<p>✓</p>	<p>✓</p>	<p>Attached the 2026 appendix contract TFA travel suppliers 2026.</p> <p> appendix contract TFA travel suppliers 2026.pdf</p>






<p>6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).</p>	✓	✓	<p>Part of our policy and in the appendix contract.</p> <div style="display: flex; flex-direction: column; gap: 10px;"> <div data-bbox="1025 304 1077 379">  </div> <div data-bbox="1086 347 1742 384"> sustainable accommodations and activities policy 2025.pdf </div> <div data-bbox="1025 384 1077 459">  </div> <div data-bbox="1086 424 1630 461"> appendix contract TFA travel suppliers 2025.pdf </div> </div>





7. Activities




15

Activities

8

Action			Details
<p>7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).</p>	✓	✓	<p>We have done this, but it is a continuing process so we will add more in the future. We started with FTT certified activities providers and the part about animal interactions in the appendix to all contracts signed.</p> <p>Current list of sustainable accommodations and activities attached, this will be updated to 2025 and after that constantly be updated when we contract more suppliers.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> Inventory partner accommodations activities Tales from Africa Travel 2025.xlsx</p>
<p>7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.</p>	✓	✓	<p>The policy is part of our sustainability policy; implementation is done through inventory of sustainable working providers and through the appendix to contract, which is also signed by activity providers.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> Inventory partner accommodations activities Tales from Africa Travel 2025.xlsx</p>


<p>7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.</p>	<p>✓</p>	<p>✓</p>	<p>See appendix to contract, which is also signed by activity providers. All providers also get our company profile.</p> <p>it is the same contract as for the accommodations. Wittedrift offers a package including excursions to Saronsberg, Twee jonge Gezellen, Readers restaurant and Oakhurts olives.</p> <p> Company profile Tales from Africa Travel local 2025.pdf</p> <p> appendix contract Wittedrift Manor Tulbagh.pdf</p> <p> appendix contract TFA travel suppliers 2026.pdf</p>
<p>7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.</p>	<p>✓</p>	<p>✓</p>	<p>For sensitive activities we prefer using only FTT certified providers or similar. Our community experiences are developed by ourselves in partnership with TAHS-SA to ensure that standards are adhered to. These experiences are owned and maintained by the communities themselves, not by an external agency.</p> <p>We have downloaded all relevant Travelife Sustainability Codes of Good Practice for activity providers and will use these when contracting existing or new suppliers. Note: almost all of these practices were already used by us, however not all.</p> <p>For other activities we have all our suppliers sign the appendix to their contracts.</p> <p>25 80</p> <p> appendix contract TFA travel suppliers 2025.pdf</p>
<p>7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their</p>	<p>✓</p>	<p>—</p>	<p>Fair Trade certified excursion providers do this as part of their Fair Trade Tourism accreditation.</p>





<p>company on regular basis and share this information with their clients.</p>		<p>For the others, at this time, we yearly contact the providers that have signed the appendix to the contract to check whether they still fully adhere to these conditions.</p> <p>We need to develop a better plan to do this, more structural and in a type of form or standard feedback.</p> <p>80</p> <p> appendix contract TFA travel suppliers 2025.pdf</p>
<p>7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.</p>	<p>✓ ✓</p>	<p>As per our business plan, we focus 100% on sustainability. We aim to have all our suppliers sign an appendix which states the requirements we have regarding this. Where possible and especially for sensitive activities, we use only FTT certified providers. Yes, certified activities are available in our country.</p> <p> appendix contract TFA travel suppliers 2025.pdf</p>
<p>7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.</p>	<p>✓ —</p>	<p>So far, we have not been requested to inform our excursion providers about training opportunities.</p> <p>All our FTT certified providers, both accommodations and activities, have done the Fair Trade Tourism obligatory training programs.</p>
<p>7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).</p>	<p>✓ ✓</p>	<p>the contract is the same for activity providers as for accommodations because the same conditions apply.</p> <p> sustainable accommodations and activities policy 2025.pdf</p>





			 appendix contract TFA travel suppliers 2026.pdf
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Specific criteria

7

Action			Details
7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	✓	✓	As per our business plan we focus 100% on sustainability. We have all our suppliers sign an appendix which states the requirements we have regarding this. Where possible and especially for sensitive activities we use only FTT certified providers.  sustainable accommodations and activities policy 2025.pdf
7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	✓	As per our business plan, we focus 100% on sustainability. This includes not allowing for any animal interactions which are not in the animal's benefit. We have all our suppliers sign an appendix which states the requirements we have regarding this. Where possible and especially for sensitive activities, we use only FTT certified providers. All our staff follows the Travelife training Animal Welfare. We also use the Wild Choices website, https://www.wildchoices.org/ , as a guide for any wildlife activities clients demand or that contact us for cooperation. This website lists over 270 wildlife activities in South Africa and rates them for sustainable practices, following the SATSA captive wildlife guidelines. If any activity is not listed under the 37% sustainable activities, we do not offer it to our clients. In 2022, we were one of the first signees of the SATSA animal interaction charter. Unfortunately, under pressure from large animal encounter members, SATSA has withdrawn

		<p>this charter and replaced this with a captive wildlife encounter guide. We follow the guidelines in that wildlife encounter guide as an absolute minimum, see website: https://www.satsa.com/sites/default/files/2023-10/SATSA%20Captive%20Wildlife%20Guide.pdf.</p> <p>We are signee of the Bloodlions 'Born to Live Wild' pledge, you can find our logo under the signees on https://bloodlions.org/born-to-live-wild/</p> <p>We are signee of the Wildlife Friendly Pledge of World Animal Protection</p> <p> personal_certificate _ Animal Welfare Berna.pdf</p> <p> Wildlife_Friendly pledge Tales from Africa Travel.pdf</p> <p> Blood_Lions_Pledge.pdf</p> <p> appendix contract TFA travel suppliers 2025.pdf</p>
<p>7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.</p>	<p>✓ ✓</p>	<p>As per our business plan, we focus 100% on sustainability. This includes not allowing for any animal interactions which are not in the animal's benefit. We have all our suppliers sign an appendix which states the requirements we have regarding this. Where possible and especially for sensitive activities, we use only FTT certified providers.</p> <p>We also use the Wild Choices website, https://www.wildchoices.org/ as a guide for any wildlife activities clients demand or that contact us for cooperation. This website lists over 270 wildlife activities in South Africa and rates them for sustainable practices, following the SATSA captive wildlife guidelines. If any activity is not listed under the 37% sustainable</p>

		<p>activities, we do not offer it to our clients.</p> <p>In 2022, we were one of the first signees of the SATSA animal interaction charter. Unfortunately under pressure from large animal encounter members, SATSA has withdrawn this charter and replaced this with a captive wildlife encounter guide. We follow the guidelines in that wildlife encounter guide as an absolute minimum, see website: https://www.satsa.com/sites/default/files/2023-10/SATSA%20Captive%20Wildlife%20Guide.pdf.</p> <p>We are signee of the Bloodlions 'Born to Live Wild' pledge, you can find our logo under the signees on https://bloodlions.org/born-to-live-wild/</p> <p>We are signee of the Wildlife Friendly Pledge of World Animal Protection</p> <div style="display: flex; flex-direction: column; gap: 5px;"> <div data-bbox="1025 882 1635 959">  personal_certificate _ Animal Welfare Berna.pdf </div> <div data-bbox="1025 962 1702 1038">  Wildlife_Friendly pledge Tales from Africa Travel.pdf </div> <div data-bbox="1025 1042 1368 1118">  Blood_Lions_Pledge.pdf </div> <div data-bbox="1025 1121 1630 1198">  appendix contract TFA travel suppliers 2025.pdf </div> </div>
<p>7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts,</p>	<p>✓ ✓</p>	<p>As per our business plan we focus 100% on sustainability. This includes not allowing for any animal interactions which are not in the animals benefit. We have all our suppliers sign an appendix which states the requirements we have regarding this. Where possible and especially</p>

they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.

for sensitive activities we use only FTT certified providers.

We also use the Wild Choices website, <https://www.wildchoices.org/>, as a guide for any wildlife activities clients demand or that contact us for cooperation. This website lists over 270 wildlife activities in South Africa and rates them for sustainable practices, following the SATSA captive wildlife guidelines. If any activity is not listed under the 37% sustainable activities, we do not offer it to our clients.

In 2022, we were one of the first signees of the SATSA animal interaction charter. Unfortunately under pressure from large animal encounter members, SATSA has withdrawn this charter and replaced this with a captive wildlife encounter guide. We follow the guidelines in that wildlife encounter guide as an absolute minimum, see website: <https://www.satsa.com/sites/default/files/2023-10/SATSA%20Captive%20Wildlife%20Guide.pdf>.

We are signee of the Bloodlions **'Born to Live Wild'** pledge, you can find our logo under the signees on <https://bloodlions.org/born-to-live-wild/>

We are signee of the Wildlife Friendly Pledge of World Animal Protection



personal_certificate _ Animal Welfare Berna.pdf




Wildlife_Friendly pledge Tales from Africa Travel.pdf



Blood_Lions_Pledge.pdf



appendix contract TFA travel suppliers 2025.pdf

<p>7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.</p>	<p>✓ ✓</p>	<p>We develop sustainable community experiences ourselves and further only use those of providers with a clear policy to the benefit of the community.</p> <p>All community visits, whether short or long, are under guidance of a local guide. Local as in from that community.</p> <p>For guided tours not including community tourism or sustainable working game lodges, the guides are obliged to do the relevant Travelife training module. We are also implementing the Travelife Best Practices guidelines.</p> <p> Tour Guides.pdf</p>
<p>7.14. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).</p>	<p>✓ ✓</p>	<p>Our community experiences are developed with this as one of the main goals.</p> <p>Makushu, Mashishimale and the new Qunu community experiences are a good example of this. See also the website of our partners TAHS-SA: http://tgchomestays.com/</p> <p>See https://wetu.com/ItineraryOutputs/Discovery/dc423cb7-8985-4b13-8517-54fe781180e8 for an example tour with Qunu homestay.</p> <p>We are since early 2023 part of the Youth for Tourism workshops, where we participate in 80% of these workshops.</p> <p>Here is more insight into the School Tourism Workshops we have run over the past years. During these workshops we connected with and inspired over 3 500 school learners in Khayelitsha, Guguletu, Mitchells Plein, Hanover Park, Hout Bay, Woodstock and other disadvantaged areas in Cape Town. The workshops are aimed at helping Grade 11 tourism learners better understand the dynamics of our industry beyond textbooks and assessments. It was our desire to inspire with good news and real-life stories directly from tourism stakeholders, to give learners resources and ignite a passion for further studies with the view to eventually joining our tourism community. During the process we learnt that some tourism teachers have not been on a tour and there is a desperate need to give both teachers and learners more practical understanding.</p>

		See https://sites.google.com/view/big-tree-marketing-portfolio/youth-workshops?authuser=0
<p>7.15. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).</p>	<p>✓ ✓</p>	<p>Yes, as examples we offer:</p> <p>Grootbos conservation area Progressive Tourism tour https://www.grootbos.com/en/experiences/progressive-tourism Rhino Conservation Safaris in Marataba: https://www.more.co.za/marataba/safaris Honeyguide Conservation Lodge Waterberg: https://www.honeyguidecamp.com/activities/conservation-lodge-discover-elegance-and-adventure/ Imvelo Lodges Hwangwe Zimbabwe: https://imvelosafarilodges.com/conservation/</p> <p>See itinerary for example: https://wetu.com/ItineraryOutputs/Discovery/35234ecb-ce72-4b30-a7f4-e0ac61607f17.</p>

8. Tour leaders, local representatives, and guides

11

Tour leaders, local representatives and guides



11

Action

8.1. Preference local tour leaders/representatives

In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.

Details



-   As per our sustainability policy, we use locals where possible. We provide training to those that need it, and all staff, temporary or permanent, need to do the Travelife training module.



Sustainability policy Tales from Africa Travel January 2025.pdf



8.2. Employment conditions

The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.

-   At this moment, we don't employ tour leaders and guides yet. We will draw up a contract once this changes, incorporating this.

8.3. Living wage

Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.

-   At this moment, we don't employ tour leaders and guides yet. See conditions in business plan: local staff will be paid a minimum of 2 times the minimal wage.



business plan 2025_2030 Tales from Africa Travel.pdf

8.4. License

-   At this moment, we don't employ tour leaders and guides yet. We will draw up a contract

Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.

including this once this changes incorporating this.

This follows as a result of our ethical policies.



Ethical code Tales from Africa Travel 2025.pdf

8.5. Qualification and training

Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.

✓ ✓ At this moment, we don't employ tour leaders and guides yet.

8.6. Sustainability policy

Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.

✓ ✓ At this moment, we don't employ tour leaders and guides yet. It will be added to future contract. Guides/tour leaders will be obliged to follow the Travelife training, same as our managers have.



personal_certificate Guides and Sustainability _ Berna.pdf

8.7. Sustainability knowledge

Tour leaders and local representatives have been trained on general tourism sustainability principles.

✓ ✓ Once we start using guides, they'll have to do the Travelife Guide training. We'll also draw up a code of conduct for guides, incorporating the best practices document from Travelife.



personal_certificate Guides and Sustainability _ Berna.pdf



Tour Guides.pdf

8.8. Destination knowledge

✓ ✓ This will form part of the Code of Conduct. We will only use qualified guides; part of the

qualification is knowledge about the destination.

Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.



Tour Guides.pdf

8.9. Customer communication

Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use), social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).

✓ ✓ This will be added to the code of conduct for guides.



personal_certificate Guides and Sustainability _ Berna.pdf

8.10. Sexual exploitation of children: staff training

Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.

✓ ✓ All have to follow the Travelife training on sexual exploitation and TheCode. We will add this to the code of conduct, as well as point out explicitly the legal obligations regarding sexual exploitation of children and the obligation to report this when observed.



personal_certificate Travelife Child Protection training Henko.pdf



personal_certificate Guides and Sustainability _ Berna.pdf



personal_certificate _ Child protection training Berna.pdf

8.11. Working conditions

The business ensures that tour leaders, representatives, guides and other locally active staff have good working conditions in line with the activity (e.g. mountain climbing).

✓ ✓


9. Destinations

11

Selection of destinations

5

Action			Details
<p>9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)</p>			<p>This will be implemented in 2026. We do keep information about our suppliers in an excel sheet.</p> <p> Inventory partner accommodations activities Tales from Africa Travel 2025.xlsx </p>
<p>9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.</p>			<p>Our whole business plan and setup are based on sustainability aspects in the destination and local tours. See the description in our business plan. These often include non-mainstream destinations.</p> <p>Examples:</p> <p> https://tfatravel.com/explore-the-wild-kalahari-desert-south-namibia/ https://tfatravel.com/malaria-free-cape-experience/ https://tfatravel.com/ecotour-national-parks/ https://tfatravel.com/rhino-conservation-experience/ </p>








<p>9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).</p>	✓	✓	<p>As per our business plan, non-sustainable destinations will not be selected. As an example, we will never offer cruises, nor trips to Antarctica.</p> <p> business plan 2025_2030 Tales from Africa Travel.pdf</p>
<p>9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.</p>	✓	✓	<p>Whenever we select new destinations, whether a country or a region within a country, we ensure the itineraries we offer there adhere as much as possible to our sustainability policy, both for the itineraries themselves and for the providers in the supply chain.</p> <p>Example: we have participated in setting up a new community experience in Somkhanda game reserve in KwaZulu-Natal in South Africa. This is land-reclaim project in which land is returned to the community who owned it before it was disowned during Apartheid. This particular area is not suited for cattle, so it has been turned into a community owned game reserve which is being managed on behalf of the community by the Wildlife Trust.</p> <p>Part of their policy is to generate additional income for the local communities through touristic activities. Tales from Africa in the person of Henko has been responsible for investigating the potential for tourism and report on that in 2019. This was done jointly with our partners from TAHS-SA, a decorated and award winning community experience in Limpopo. Consequently, Tales from Africa Travel and TAHS-SA have jointly trained the Somkhanda communities in setting up a community experience. This training took place from November 2020 till May 2022. Due to financial constraints resulting from Covid, the last trainings were done by TAH-SA only without our involvement.</p> <p>We are currently developing new tours in the Northern Cape with both nature based as well as community based elements.</p>
<p>9.5. International sanctions</p>	✓	✓	

The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.			
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Local projects and initiatives

6

Action			Details
9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.			The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities. legal compliance 2025.pdf
9.7. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)			We are partnered with TAHS-SA for Makushu and Mashishimale, and been hands-on involved in the development of Goedverwacht and Somkhanda community experiences. These are all based on involving a large part of the community by having some source the ingredients for the meals that the clients get etc. etc. etc. We select for other accommodations Fair Trade Certified accommodations or similar. Part of their certification process is using as many local ingredients as possible. For them and for other suppliers, this is now part of the appendix contract TFA travel suppliers 2026. appendix contract TFA travel suppliers 2026.pdf
9.8. Policy influencing			We have become a SATSA member from the 1st of January and are also a long-standing

<p>The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).</p>			<p>member of Fair Trade Tourism. Since we are too small to have any direct influence, the only way we can achieve this is by being members of these two organisations that have a voice with local government.</p> <p> 2026 Tales from Africa Travel certificate.pdf</p>
<p>9.9. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.</p>	<p>✓</p>	<p>✓</p>	<p>We have signed a contract with the Ele-Collection fund to combat plastic waste in Vic Falls. Each traveler that visit Vic Falls, either on Zimbabwe or Zambia side, pays an USD 25 fee to the Ele-Collection Fund.</p> <p> Summary of Ele_Collection .pdf</p> <p> Tales from Africa Contract EC_.pdf</p> <p> Toursim _ Ele_Collection _ A Partnership with Impact.pdf</p> <p> Invoice 202560905_1_1E Alison and Lawrie proforma Travelife version.pdf</p>
<p>9.10. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).</p>	<p>✓</p>	<p>✓</p>	<p>All suppliers have this as a condition in the appendix to their contract. We also inform all clients about this.</p> <p> appendix contract TFA travel suppliers 2025.pdf</p> <p> Souvenirs_what can you buy.pdf</p>
<p>9.11. Exploitation and harassment</p>	<p>✓</p>	<p>✓</p>	<p>Yes. We are also in the process of becoming a member of TheCode.</p>

The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups.













Ethical code Tales from Africa Travel 2025.pdf




10. Customer communication and protection





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Prior to booking

15

Action			Details
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.			These tools/guidelines/training manuals do not already exist because we are currently only two managers who do all the work. Once we get more staff, we will produce these, involving our most senior sales managers in the design of these tools so that they can also work to become trainers for new hires.
10.2. CRM A Customer Relationship Management system is available (CRM)			Our company does not utilise dedicated CRM software, we use excel sheets for our CRM. Client mails are kept on file for the correspondence. See attached example for a reservation sheet. Although we use Hubspot to gather details of our partners, accommodations and prospect clients for marketing and sales purposes. Our newsletters are sent via this CRM.  20260107_1_reservation sheet.xlsx  Purposeful Travel in Southern Africa _ An Invitation.pdf
10.3. Customer privacy The company ensures that customer privacy is not compromised.			We have drawn up our Privacy Policy in compliance with the strictest Public Privacy Policies in the world, including South Africa's POPI policy and the European Union's GDPR policy. See https://tfatravel.com/privacy-policy/ See also the PAIA uploaded

		 Privacy and Disclaimer Tales from Africa Travel.docx  PAIA Tales from Africa Travel _01Sept2025.pdf
<p>10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.</p>	<p>✓ ✓</p>	<p>Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate, and do not promise more than is being delivered.</p> <p>This is also defined in the business plan.</p>  business plan 2025_2030 Tales from Africa Travel.pdf
<p>10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.</p>	<p>✓ ✓</p>	<p>Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims. There are no surcharges on any of the quoted prices for taxes, handling fees, banking costs or any other costs - all are included from the first quotation onwards. This is also defined in the business plan.</p> <p>Communication to clients via the page https://tfatravel.com/we-offer-real-experiences/you-want-to-deal-with-real-people/:</p> <p>No hidden costs</p> <p>We'll also tell you exactly what is included and what's not. Without hidden surcharges! We hate those.</p> <p>So, no booking costs, administrative fees, commissions to third parties or any other surcharges. You only pay the amount we agreed upon. Just so you know you deal with Real People.</p> <p>Before booking clients all receive the booking terms and conditions in which this is also stipulated. These can also be found on the website</p>

		<p>on https://tfatravel.com/booking-terms-and-conditions/.</p> <p>When clients receive the booking form, these conditions are an integral part of the form and clients have to tick the box that they agree to these conditions, so they are informed before they book.</p> <p> booking terms and conditions version Jan 2025.docx</p> <p> Booking form TALES FROM AFRICA TRAVEL 2025.docx</p>
<p>10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.</p>	<p>✓ ✓</p>	<p>Destination information, including sustainability aspects, is factually correct, balanced and complete. For quotes we use the WETU system which has incorporated extensive and objective country information. See an example of a quote in the attachment, last pages is destination information.</p> <p> roadbook Alison, Lawrie, Angela and Noel.pdf</p> <p> Roadbook Susanne und Beat Sudafrika ref 20251206_1.pdf</p>
<p>10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.</p>	<p>✓ —</p>	<p>We only offer FIT's, from couples to small families. Are tours are tailor-made and we don't have set itineraries and departures.</p>
<p>10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.</p>	<p>✓ —</p>	<p>We have a 100% CarbonZero (in fact it is a full greenhouse gass zero) policy, both for clients' tour as well as for our office use and office travels. For this we use the CarbonZero calculator https://www.carbonfootprint.com/calculator.aspx to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforestrust.com/partners/. Clients get a certificate in their name with the amount</p>

		<p>of compensation.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:</p> <p>quote: <i>The 500 kg per tree over its lifetime is a conservative estimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.</i></p> <p><i>In general terms however :</i></p> <p><i>Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.</i></p> <p>100</p> <p> SART parameters for reforestation sites.pdf</p> <p> Tales from Africa poster Partnername is a partner.pdf</p> <p> Why reforest presentation.pdf</p> <p> TFT_Susanne und Beat Hochuli.pdf</p>
<p>10.9. Sustainable transport Clients are informed about the environmental impact of different transport options to reach the destination (in case these are not included in the</p>	<p>✓ ✓</p>	<p>We minimise transport by including walking and cycling tours in our itineraries so they stay longer in one place, and stimulate clients to avoid flying domestically when possible.</p>

package). Sustainable alternatives, where available, are offered.

Furthermore we offer clients tours which stay longer in one place rather than move every day to a new destination. We also stimulate clients to replace domestic flights with overland trajectories where possible.

We compensate for 100% what we can not reduce through our 100% Carbon Zero policy.

Since this year 2025, some car rental companies offer Hybrid cars, like Eurocar with their new Group Q Toyota Corolla Cross Hybrid, which we are now offering as first choice to our self-drive clients if it is a couple or family with small children.

See <https://www.eurocar.co.za/our-fleet> and click on hybrid.

We also do all transfers in Cape Town now with electric vehicles, see attached invoice as example.





For this we use the CarbonZero calculator to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See <https://saforesttrust.com/partners/>.






We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:






quote: The 500 kg per tree over its lifetime is a conservative estimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.





In general terms however :

Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.

		 Fab 1995 Tales From Africa Henko booking Sedan Dec 25.pdf  SART parameters for reforestation sites.pdf  Tales from Africa poster Partnername is a partner.pdf  Why reforest presentation.pdf
10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓ ✓	We have no influence on this.
10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓ ✓	<p>We have a compulsory 100% CarbonZero (in fact it is a full greenhouse gass zero) policy, both for clients' tour as well as for our office use and office travels. For this we use the CarbonZero calculator https://www.carbonfootprint.com/calculator.aspx to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforestrust.com/partners/.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Foretst Trust:</p> <p><i>quote: The 500 kg per tree over its lifetime is a conservative guesstimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.</i></p> <p><i>In general terms however :</i></p>

		<p><i>Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.</i></p> <p>On our website we communicate this on our sustainable tourism policy page as well as in various social media marketing publications; moreover where not specifically mentioned, in all our marketing outings we use the hashtag #carbonneutral.</p> <p>100</p> <p> TFT_Bob Settels en Cynthia Werkman certificate.pdf</p> <p> SART parameters for reforestation sites.pdf</p> <p> Tales from Africa poster Partnername is a partner.pdf</p> <p> Why reforest presentation.pdf</p> <p> TFT_Susanne und Beat Hochuli.pdf</p>
<p>10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.</p>	<p>✓</p>	<p>— We have a compulsory 100% CarbonZero (in fact it is a full greenhouse gas zero) policy, both for clients' tour as well as for our office use and office travels. For this we use the CarbonZero calculator https://www.carbonfootprint.com/calculator.aspx to calculate the emissions for distance but ALSO for accommodations and other travel that we do during a business trip. This is then compensated through our Trees for Tourism partnership. See https://saforesttrust.com/partners/.</p> <p>We compensate 500 kg Greenhouse gas emissions per tree planted. This is based on information provided by SA Forest Trust:</p>



		<p>quote: <i>The 500 kg per tree over its lifetime is a conservative guestimate based on averages of similar forest on the same latitude and a 100 yr growth period. There is practically no scientific data to indigenous Cape Afromontane forests in this respect.</i></p> <p><i>In general terms however :</i></p> <p><i>Diverse natural forests sequester much more carbon than mono-culture forest(-plantations)s Forest eco-systems sequester much more than the same amount of trees in a non-natural environment since a large extent of carbon is stored in the soil. Protected forests have no time-limit and the carbon will remain stored in the system. Even if the forest-system renews itself in time, net-CO2 release will only be temporary.</i></p> <p>On our website we communicate this on our sustainable tourism policy page as well as in various social media marketing publications; moreover where not specifically mentioned, in all our marketing outings we use the hashtag #carbonneutral.</p> <p> TFT_Bob Settels en Cynthia Werkman certificate.pdf</p> <p> SART parameters for reforestation sites.pdf</p> <p> Tales from Africa poster Partnername is a partner.pdf</p> <p> Why reforest presentation.pdf</p> <p> TFT_Susanne und Beat Hochuli.pdf</p>
<p>10.13. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.</p>	<p>✓ ✓</p>	<p>During the quoting process, the excursions we offer are all sustainable excursions. If clients don't want these, but prefer other excursions, we inform them about the less sustainable aspects.</p>







		<p>Excursions that are not sustainable at all, for instance all physical wild animal interactions (f.i. lion petting, elephant riding) are not offered at all nor promoted to clients. Under no circumstance will we book these excursions.</p> <p>We use for instance the website https://www.wildchoices.org/ for any wildlife excursions. Since its launch in March 2022, the WildChoices Support Recommendations (WSR) has provided the only comprehensive list of captive wildlife tourism facilities in South Africa and their support recommendations against industry standards of sound ethics and good practices.</p> <p> sustainable accommodations and activities policy 2025.pdf</p> <p> Inventory partner accommodations activities Tales from Africa Travel 2025.xlsx</p>
<p>10.14. Travel advise sustainable offers</p> <p>In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.</p>	<p>✓ ✓</p>	<p>See how this is explained in our company profile. Clients are always offered sustainable accommodations (where possible) like Fair Trade Certified accommodations or similar, or non-certified accommodations with a strong sustainable policy. See also our website pages</p> <p>https://tfatravel.com/you-want-real-sustainable-travel/ https://tfatravel.com/you-believe-in-ecotourism/ https://tfatravel.com/wp-content/uploads/2025/02/Sustainability-policy-Tales-from-Africa-Travel-January-2025.pdf</p> <p>Same goes for excursions, transport etc. We don't offer highly polluting tours like cruises, tours to Antarctica etc.</p> <p> Company profile Tales from Africa Travel local 2025.pdf</p> <p></p>





			sustainable accommodations and activities policy 2025.pdf
10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓	✓	We are Travelife partner / Fair Trade Tourism Approved and have added the logo to our website as well as the following information on our website pages: https://tfatravel.com/you-want-real-sustainable-travel/ https://tfatravel.com/you-believe-in-ecotourism/ https://tfatravel.com/wp-content/uploads/2025/02/Sustainability-policy-Tales-from-Africa-Travel-January-2025.pdf Our goal is to become fully Travelife Certified in 2025 or 2026.









After booking and during holidays




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Action			Details
10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	✓	All clients get an extensive route description which contains this information. See attached route description. It is an older one but incorporates a community experience so it is a very good example of how we inform our clients.  ROADBOOK Südafrika für Walter Trindler ref 20260107_1.pdf 

			Routeboek Bob en Cynthia westkust ref 20251112_1.pdf
<p>10.17. Destination dos and don'ts</p> <p>Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).</p>	✓	✓	<p>See upcoming tour to Qunu https://wetu.com/ItineraryOutputs/Discovery/DC423CB7-8985-4B13-8517-54FE781180E8 with departure in September which has as an appendix the dos and don't for Qunu homestays. The same document is added to the pre-departure information as well.</p> <p>General do's and don'ts created and uploaded. Will be shared with all clients in the pre-departure documentation.</p> <p> Qunu homestay dos and donts.pdf</p> <p> Destination Encounters_ A guide to mindful travel in Southern Africa.pdf</p>
<p>10.18. Health and Safety</p> <p>Customers are informed regarding risks and precautions related to health and safety matters in the destination.</p>	✓	✓	<p>Both in route description and in specific documents like our safety- and driving tips which they receive before departure.</p> <p> driving tips.pdf</p> <p> safety tips.pdf</p> <p> English Safety Information Leaflet Apr 2023 Cape Town.pdf</p> <p> Travelwise_Safety_brochure.pdf</p>
<p>10.19. Destination contact person</p> <p>A contact person and permanently reachable telephone number is available for emergency situations.</p>	✓	✓	<p>Both in the road book under contacts, in the letter they receive upon arrival and in mail correspondence. Clients are also contacted via WhatsApp the day of arrival with the contact details in case of problems or questions.</p>

		 Welkom brief Bianca.pdf  ROADBOOK Südafrika für Walter Trindler ref 20260107_1.pdf  Last information letter clients Susanne and Beate Hochuli German with English translation.docx
<p>10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.</p>	<p>✓ ✓</p>	<p>See attached</p>  emergency response plan Tales from Africa Travel 2025.pdf
<p>10.21. Activities do's and don'ts</p> <p>Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.</p>	<p>✓ ✓</p>	<p>We have downloaded the sustainability code of conducts for the activities we offer and incorporate these in the information we offer to clients.</p> <p>For all activities, but especially for animal interactions, we only offer those that are sustainable, whether certified or not. We use Wild Choices website as a guideline for this. Since its launch in March 2022, the WildChoices Support Recommendations (WSR) has provided the only comprehensive list of captive wildlife tourism facilities in South Africa and their support recommendations against industry standards of sound ethics and good practices. See https://www.wildchoices.org/.</p> <p>Our sustainability policy further addresses this subject.</p> <p>We have four of the Travelife pdf's attached as examples; we have downloaded them for all our activities and offerings.</p> <p>80</p>

		 sustainable accommodations and activities policy 2025.pdf  Visiting Heritage Sites.pdf  Community Visits.pdf  Game Drives, Safaris, Walks.pdf  Guiding Services.pdf
<p>10.22. Sexual exploitation</p> <p>Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.</p>	<p>✓ ✓</p>	<p>According to guidelines of TheCode clients are informed about this upon arrival during the meet & greet every client gets.</p> <p>We are also renewing our membership of TheCode per January 2026.</p> <p>See the attached document which is included in all our pre-departure documentation and a screenshot of a recent pre-departure mail.</p>  Ethical code Tales from Africa Travel 2025.pdf  TheCode childprotection guidelines.pdf  Screenshot mail to German client Trindler.png
<p>10.23. Illegal souvenirs</p> <p>Clients are informed about applicable legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).</p>	<p>✓ ✓</p>	<p>As per our policies, clients receive the attached document with their travel documents.</p> <p>For Southern Africa, they can also download the following app:</p> <p>https://play.google.com/store/apps/details?id=com.lucidcentral.mobile.sanbi.species_id&hl=en</p>

		<p>&pli=1</p> <p>Also a screenshot of a recent pre-departure mail uploaded.</p> <p> Sustainability policy Tales from Africa Travel January 2025 _1_ _1_.pdf</p> <p> Souvenirs_what can you buy.pdf</p> <p> Screenshot mail to German client Trindler.png</p>
<p>10.24. Local services and goods</p> <p>Clients are motivated to use local restaurants and shops (where appropriate).</p>	<p>✓ ✓</p>	<p>Clients are motivated to eat out in local restaurants, not international chains. For guided tours, this is booked by us since these are sold on an all-in base.</p> <p>For (mostly self-drive) tours where meals are not included, we advise clients for every lunch stop and overnight stop what restaurants we recommend in our route description, one of which is attached. These are also selected on base of local ownership, not international chains. This goes also for the accommodations we use. The choice for local ownership is communicated on our website on https://tfatravel.com/you-want-real-sustainable-travel/</p> <p>The profit: you</p> <p>This is simple: spend your money as much as possible locally.</p>
<p>10.25. Sustainable transport options</p> <p>Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.</p>	<p>✓ ✓</p>	<p>On self-drive holidays, clients get driving tips that include sustainable practices.</p> <p>Since 2025 Hybrid cars are limitedly available with some car rental companies; where possible,</p>

		<p>we offer these as the first choice for self-drive vehicles. A.o. Europcar and Hertz offer this.</p> <p>For transfers in Cape Town we offer now electric vehicles for transfers of couples.</p> <p> driving tips.pdf</p> <p> Fab 1995 Tales From Africa Henko booking Sedan Dec 25.pdf</p>
<p>10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).</p>	<p>✓</p>	<p>Every client who includes Vic Falls or Livingstone in their itinerary donates US 25 per person to the Ele-collection which is set up to combat plastic pollution in Victoria Falls. See attached documents.</p> <p>As per our website: https://tfatravel.com/you-want-real-sustainable-travel/</p> <p>The profit: you</p> <p>This is simple: spend your money as much as possible locally. Sweets can be bought on tour, so you don't need to take them from home. Negotiating souvenir prices is common practice, but you don't need to take it to the limit.</p> <p>However, don't give ballpoints, sweets or money to begging children! By doing this you stimulate them to go begging during daytime – instead of going to school. If you feel you want to give something, donate money or goods to a school or a project. We'll gladly help you find a good destination.</p> <p> Summary of Ele_Collection .pdf</p> <p> Tales from Africa Contract EC_.pdf</p>

			Toursim _ Ele_Collection _ A Partnership with Impact.pdf
10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	✓	✓	Guarantee funds are not available in South Africa.

After holidays

3

Action			Details
10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	✓	<p>Clients receive after each tour a SurveyMonkey feedback form. Evaneos sends us also an overview of the feedback for each client.</p> <p>This is analysed and feedback is always provided. If necessary, the contents of the tour are adjusted.</p> <p> client questionnaire.pdf Client satisfaction report Tina Ackermann 20251004_1.docx </p>
10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.	✓	✓	<p>See attached questionnaire, evaneos does this still in 2026</p> <p> client questionnaire.pdf </p>

10.30. Complaints

The company has clear procedures in case of complaints from clients.



A general policy is included in the booking conditions (p4). These form part of the booking form, so the client is fully aware of all conditions before signing the booking form. They are also on our website under <https://tfatravel.com/booking-terms-and-conditions/>.

"Complaints It is possible you encounter a problem during your tour or that something works out different from your expectations. Notify us or one of our representatives as soon as possible! We have a 24/7 emergency service which you can call or WhatsApp. He/she will do the utmost to solve your problem so it won't bother you for the rest of the tour. If after this you still are not happy with this solution, contact us as soon as possible, preferably by e-mail. If your complaint is valid, we will provide a solution to the best of our capabilities."

For staff guidelines, we have a complaints procedure. Berna van Rooijen is CRM, including customer care management. See attached document.



complaints procedure Tales from Africa Travel 2025.pdf



Booking form TALES FROM AFRICA TRAVEL 2025.docx