



Sustainability Policy & Procedures Handbook

1. Introduction

At Gosheni Safaris Africa, sustainability is embedded in our daily operations as a locally owned Tanzanian tour operator. We are committed to offering world-class safari experiences while safeguarding the environment, respecting communities, and prioritizing the welfare of our staff and clients.

This handbook formalizes our sustainability approach. It documents the policies we already practice, the procedures guiding our team, and our roadmap toward achieving **Travelife certification by Q1 2026**.

2. Governance & Responsibilities

- **Managing Director – Peter Roberts**
Oversees implementation of sustainability in operations, vehicle maintenance, guide training, and field practices.
- **Sustainability Coordinator – Erika Atienza**
Responsible for Travelife reporting, documenting policies and actions, and coordinating sustainability communication internally and externally.

3. Policies and Procedures

3.1 Staff & Client Welfare

Policy: We prioritize the health, safety, and well-being of our staff and guests.

Procedures:

- Provide official training for guides covering cultural respect, safety, and conservation.
- Conduct staff welfare checks and provide ongoing professional development.
- Deliver pre-safari and on-safari briefings to ensure guests are well-informed and respectful.

3.2 Vehicle Management

Policy: Maintain a safe, fuel-efficient fleet through in-house expertise.

Procedures:

- In-house mechanics perform full inspections at the start and end of every safari.
- Maintain preventive service schedules for all vehicles.
- Track vehicle efficiency to identify opportunities for reducing emissions.

3.3 Office & Resource Management

Policy: Reduce waste and move toward digital and reusable solutions.

Procedures:

- Transition to paperless systems (digital itineraries, online forms).
- Separate recyclable waste in office bins.
- Encourage clients to bring reusable water bottles; provide large water containers to reduce single-use plastics.

3.4 Supply Chain & Accommodations

Policy: Work with suppliers and partners that demonstrate environmental and community responsibility.

Procedures:

- Prefer accommodations with solar power, water-saving systems, and eco-certifications.
- Document sustainability practices of partner lodges, with flexible criteria to allow client-specific preferences.
- Regularly review and update supplier preferences as part of Travelife reporting.

3.5 Community Engagement

Policy: Strengthen local communities through volunteering, education, and cultural promotion.

Procedures:

- Support schools through supply drives and rebuilding efforts.
- Partner with local initiatives for children's welfare and education.
- Organize and support cultural and sports events (e.g., tennis tournaments) that bring exposure and community benefit.

3.6 Cultural Respect & Guest Code of Conduct

Policy: Promote respect for local culture and traditions in all guest interactions.

Procedures:

- Deliver cultural orientation during pre-safari briefings.
- Instruct guides to reinforce cultural respect throughout safaris.
- Encourage guests to support local crafts and respect community boundaries.

3.7 Guest Communication on Sustainability

Policy: Educate guests before, during, and after safari about responsible travel.

Procedures:

- Pre-safari: Provide sustainability guidelines (wildlife conduct, cultural respect, minimizing waste).
- During safari: Guides integrate sustainability discussions into daily experiences.

- Post-safari: Collect guest feedback on sustainability practices for ongoing improvement.

4. Continuous Improvement

- Conduct internal reviews of sustainability practices quarterly.
- Use Travelife certification as a framework to document and measure progress.
- Establish a formal monitoring and reporting system by **Q1 2026**.