



Sustainability Policy – 2024 (updated)

At Amo Zanzibar Tours & Safari, we are committed to preserving the natural, cultural & traditional resources and to minimizing our ecological footprint, thus ensuring the sustainability of our operation. For us, the well-being of the local population and the preservation of the ecosystem are a real priority.

Through responsible tourism, we work to improve local development, both economically and socially, and to raise our customers' awareness for a low-impact, environmentally friendly mode of travel.

Following is in detail what we mean by this, and how we realize it in every aspect of our operation.

I.

Mission Statement

We offer our guests thoughtful, sustainable and authentic experiences.

In all our operations, we respect, cherish and preserve Zanzibar's cultural heritage, natural beauty and resources.

In cooperation with our partners, we promote mindful, responsible tourism that benefits the local community, supports and encourages conservation efforts, and facilitates real encounters between visitors and residents.

II.

Our Commitment to Sustainable Tourism

We have designated a member of our team as responsible for the company's sustainability policy.

We have developed an action plan with clearly defined targets and objectives to improve the sustainability of our operations.

With our sustainability policy, we minimize negative effects of our operation and promote an alternative to mass tourism, which has a huge (and sadly often destructive) impact on the social, economic, cultural & environmental fabric of the destinations.

It is also concerned with the well-being of our employees through fair employment conditions and standards to ensure their safety and health.

Transparency is important to us. We share our philosophy and the steps we are taking to put it into practice with our business partners, customers and the interested public.

We ensure that the whole team understands our sustainability policy and complies with it.

We are co-operating with other stakeholders to promote a sustainable and circumspect development of tourism in the region.

III.

Internal Management: Social Policy and Rights of Our Employees

We follow a comprehensive health and safety policy for our employees that is compliant with the legislation in force.

Our staff are regularly counseled and trained regarding their rights and responsibilities, as well as issues of health and safety (fire, natural disaster, terrorism).

Our office and every car is equipped with a First-Aid kit, and we encourage and sponsor our employees to train in First Aid.

We respect the freedom of employment; our employees can terminate their contracts any time with advance notice of at least one month without penalty.

Each contract of employment includes a precise job description, so our future employees know what to expect and what is expected of them.

The salary is mentioned in the contract of employment and is above the legal average.

Overtime is compensated according to a mutual agreement between employee and employer.

An annual paid leave of 4 weeks is attributed to each of our employees, as well as sick leave and maternity leave if required.

We also offer part-time employment opportunities, flexible working hours and the possibility of taking unpaid leave in case of major events (marriage, death in the immediate family...).

We provide resources and opportunities for trainings and further education for our employees.

We only employ people above the legal minimum age of employment.

We cultivate an atmosphere of open communication throughout the company, to minimize friction loss and to make sure performance, motivation and job satisfaction remain high.

We have a disciplinary procedure in place, which is communicated to the employees.

Amo Zanzibar Tours & Safari offers opportunities to national and international students to temporarily join the company as trainee.

We create job opportunities for challenged persons whenever possible.

We strictly ban any form of discrimination (racial, social, incapacity, sexual orientation, religion...) in the company and when recruiting.

IV.

Internal Management: Environmental Policy

To treat our environment and Zanzibar's natural resources gently and with consideration, and to minimize negative impact, we have the following standards and guidelines in place:

- ✓ Minimize the use of disposable or single-use objects
- ✓ Favor the purchase of sustainable materials
- ✓ Buy wholesale to limit carbon emissions connected to delivery and packaging
- ✓ Reduce the use of printer and consequently paper by favoring virtual communication
- ✓ Provide information online rather than printed brochures as much as possible
- ✓ For unavoidable printing, favor recycled paper and natural ink if it's available locally
- ✓ Disconnect or switch off electrical devices and lamps when they are unused, rather than leaving them on stand-by
- ✓ Use fans instead of air-conditioning

- ✓ Separate refuse and recycle paper, plastic, glass and organic waste
- ✓ Recycling of batteries
- ✓ Recycling of electronic devices
- ✓ Follow the law regarding sewage and waste management
- ✓ Use eco-friendly cleaning products and avoid harsh chemicals whenever possible/available (our certified eco-person is in charge of the sourcing)
- ✓ Reduce the use of plastic bottles for the agency (purchase of 5 l water canisters and refillable bottles)
- ✓ Buy local products to reduce long-range transportation
- ✓ Maintain equipment and installations to avoid dissipation of resources (e.g. dripping water)
- ✓ Do regular check-ups and maintenance of Amo Zanzibar's vehicles, so that they comply with environmental standards in force.
- ✓ Communicate with the team and refresh their awareness how important it is that we keep our operations as eco-friendly as possible

IV.

Internal Management: Community Relations

We are well aware, and grateful for the fact, that we are part of a lively local community. As such, we cherish and honor the unique opportunity to act as a link between visitors and the visited. We work on different levels to make this an enriching and fruitful experience for all concerned:

Recruit our guides, drivers, office staff and others from the local community, thereby contributing to the social and economic development

Increase visibility for the local's traditions and crafts and thus strengthen their preservation

Promote the local economy by taking tourists to small shops of local artisans and traders

Partner with local people and businesses to provide services for our customers (e.g. a meal at a family home)

Facilitate authentic encounters and discoveries for our customers, removed from mass tourism and "folklorization"

Inform visitors about local traditions and customs, to foster a better understanding and respect (clothes, conduct, gestures, etc.)

Sponsor young Zanzibari guides at Kawa Training Centre and thus contribute to social development at grassroot level

We specifically target independent travelers, families and small groups to promote culturally and environmentally sensitive tourism, rather than mass tourism. Our work aims at facilitating a real intercultural exchange, based on mutual respect, appreciation and good will.

This forms our base for preserving the natural, cultural, spiritual and historical heritage of the region.

VI.

Our Customers

We present interesting and engaging information about the places of visit, related to culture, nature and tradition.

We gently raise awareness for the impact of tourism, and know how to offer the most sustainable alternatives to "mass tourism standard practice" in terms of:

Transport
Activities
Excursions
Accommodation
Catering
Souvenir shopping ...

There is full transparency of our standards and philosophy.

We adapt excursions to the customers' wishes.

We provide a 24 hours on-call service for our customers during their stay.

We respect our customers' privacy.

VII.

Our Partners

We cooperate with local people, especially on a grassroots level, so that they also benefit from the influx of tourism.

We choose business partners who share our values and commitment regarding sustainable tourism. In this way, we ensure all our services are sustainable on every level, and contribute to the preservation of the country's natural, traditional and cultural resources.

With prospective partners, we promote a sustainable approach.

We work with providers who respect their employees' rights according to the law.

We raise awareness in interest groups, boards and other bodies concerned with tourism.

We take a clear stance against child labor and sex tourism.

VIII.

Our Services: Excursions & Activities

This is our core business, and we are well aware of the responsibilities, but also the great opportunities this presents for us. We are striving to create "win-win-win" situations for our customers, the local population and the natural environment:

Our tours and activities take our customers off the mainstream paths, to balance the environmental impact on overused places.

Our guides are regularly trained to be the most qualified possible. Because they are members of the local community, they can offer our customers real insights and in-depth information.

We promote guided tours with a slow rhythm. The guide has time to explain the history, the traditions, legends etc., give the guests an opportunity to try things, rather than just look at everything in passing. In this way, we facilitate a holistic experience.

We have established a good standing and cooperation with villagers and townspeople, which facilitates real experiences and personal encounters with our guests – community tourism instead of "folklorization"

Through partnerships with local people (a meal at a family home etc.) we support the community rather than big tourist establishments

Our excursions and activities are always adapted to the clients' interests and wishes, rather than following a standard routine.

We keep our groups small, so that our customers have a real personal experience, and to minimize the ecological damage that tourism can bring about.

Our tours contain a (discreet) element of sensitization towards travelling responsibly.

We cooperate with projects and institutions that work for the preservation of the local ecosystems.

We invite our customers to visit small local initiatives and projects that are ecologically and culturally sustainable.

In this way, we support those initiatives, increase their visibility and revenue, and also promote an alternative to mass tourism.

We decline any proposition of excursions and activities that have negative effects for the local population (false folklore, sex tourism...).

We decline any proposition of excursions and activities that damage the fauna or the flora (animals in captivity, hunting...).

We decline any proposition of excursions and activities that may involve human or animal ill-treatment.

IX.

Our Services: Accommodation

We select and propose to our customers environment-friendly accommodations which incorporate the principles of sustainable development, determined by the following criteria:

They are certified as sustainable by labels and associations internationally or nationally recognized (RTTZ, Travelife, Fairtrade Tourism, GSTC, Rainforest Alliance)

They are implementing a sustainability policy

They use sustainable building materials, styles and landscaping that fit into the local environment

They foster community development by sourcing furniture, decoration, groceries etc. locally and with an emphasis on authentic styles and craftsmanship.

They recruit their staff as much as possible from the local community and provide training, so that local people benefit from the tourism development on their doorsteps

They have a social policy in place regarding their employees' health and safety.

Their staff has an awareness and training to protect children from exploitation (sexual or otherwise)

They have systems and processes to economize the use of energy and water

They reduce their ecological impact by organizing a selective sorting of waste

Their cuisine is based on foods that are locally available and therefore fresh, rather than imported foods that involve long distance transport and lots of packaging

They minimize the ecological impact of their operation by protecting the flora and fauna (don't offer red-listed species on the menu, don't disturb or jeopardize wildlife, treat animals well)

They facilitate an authentic cultural and culinary experience for their guests

X.

Our Services: Transport

We propose to share transportation whenever it is feasible to reduce carbon emissions.

We strive to minimize road time by combining tours or excursions

We prioritize ecological alternatives where possible (mountain biking, canoeing, SUP – Stand Up Paddling etc.)

We keep our vehicles well maintained and comply with applicable standards for emissions control

**XI.
Animal Welfare**

We do not engage in activities against animal welfare

We do not support activities with captive animals (other than for preservation reasons)



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