



# INTERNAL MANAGEMENT, ENVIRONMENT & COMMUNITY RELATIONS POLICY

Viajes Matatu Tours & Travels

|                |                                                                                     |
|----------------|-------------------------------------------------------------------------------------|
| Document Owner | Viajes Matatu Management                                                            |
| Scope          | Office operations, procurement, trips, personnel, suppliers and community relations |
| Effective Date | 2026                                                                                |
| Review         | Annually or when significant changes occur                                          |
| Framework      | Travelife Sustainability Action Plan                                                |

## 1. Purpose and Scope

Viajes Matatu is committed to responsible, efficient and sustainable operations. This policy establishes the internal framework for reducing environmental impacts, supporting personnel, promoting responsible procurement, protecting local communities and driving continuous sustainability improvement. It applies to directors, employees, freelance guides, contractors and relevant suppliers.

## 2. Policy Principles

- Comply with applicable Ugandan legislation and relevant tourism standards.
- Prioritise prevention, reduction, reuse and responsible consumption.
- Prefer local, sustainable and responsibly sourced products and services where practical.
- Protect people, wildlife, cultural heritage and community resources.
- Set practical objectives and improve performance through the Travelife Action Plan.
- Communicate responsibilities to personnel and relevant suppliers.

## 3. Sustainable Procurement

Favour local, sustainable, recyclable, durable and responsibly sourced products and suppliers where available, suitable and of sufficient quality. Consider environmental impact, local economic benefit, packaging, durability, quality and cost. Requirements are also reflected in the Supplier Code of Conduct.

## 4. Paper and Promotional Materials

Use digital documents and communications wherever possible. Where printing is necessary, prefer recycled, FSC-certified or sustainably produced paper, use duplex printing where feasible, minimise unnecessary printing, and measure promotional brochure quantities annually.

## 5. Energy Management

Reduce unnecessary energy consumption through energy-efficient lighting, switching off lights and equipment when not required, and preference for efficient equipment when replacements are purchased. Shared-office limitations on direct energy measurement will be documented.

## 6. Water Management

Use water responsibly and reduce wastage. The shared office limits direct measurement of total water consumption. Practical measures include water-efficient practices and use of a ceramic water filter rather than disposable bottled water.

## **7. Waste Management and Recycling**

Prioritise waste prevention, reuse and recycling. Separate recyclable materials where collection is feasible, minimise packaging and single-use products, and ensure residual waste is disposed of responsibly.

## **8. Plastic Reduction**

Promote reusable alternatives to single-use plastics. Viajes Matatu provides refillable water bottles to clients, which can be refilled during trips and retained as souvenirs.

## **9. Pollution Prevention**

Minimise pollution and harmful substances. Where products are purchased directly, prefer less hazardous and environmentally preferable alternatives where locally available. Shared-office cleaning products are managed by building management.

## **10. Mobility**

Promote sustainable mobility where feasible, including use of the office electric bicycle for suitable local journeys. Avoid unnecessary travel, combine trips where possible and consider efficient routing and vehicle use.

## **11. Sustainable Office Operations**

Maintain a digital-first office, minimise consumables and apply sustainability requirements wherever the company has direct control. Where building-level services are outside company control, communicate sustainability preferences to management where appropriate.

## **12. Sustainability Training and Awareness**

Provide periodic briefings and practical guidance to guides and contractors on responsible tourism, health and safety, human rights, cultural practices, wildlife protection, environmental management and risk management.

## **13. Supplier and Contractor Engagement**

Require relevant suppliers and contractors to follow the Viajes Matatu Supplier Code of Conduct. Sustainability expectations are communicated during selection, contracting and operational engagement. Serious or persistent breaches may lead to corrective action, suspension or termination.

## **14. Community Relations and Local Economic Benefits**

Support local employment, local suppliers, restaurants, shops, artists and community initiatives. Viajes Matatu supports local artists through the Matatu Arts & Culture initiative and maintains relationships with relevant NGOs and community partners.

## **15. Protection of Local Community Resources**

Operations and suppliers shall not jeopardise neighbouring communities' access to essential resources such as water, food, energy, healthcare, sanitation or productive land. Natural resources shall be managed responsibly and adverse impacts minimised. Significant or persistent harm may result in corrective action, suspension or termination of a supplier relationship.

## **16. Land, Culture and Community Respect**

Respect local land rights, cultural heritage, customs, sacred sites and traditional practices. Activities shall avoid exploitation or misrepresentation and should provide fair opportunities for local participation and benefit.

## **17. Wildlife and Biodiversity**

Do not promote illegal wildlife trade, harmful wildlife interactions or unnecessary disturbance of animals and ecosystems. Guides and suppliers shall follow applicable conservation regulations and responsible wildlife tourism practices.

## **18. Sustainable Client Practices**

Encourage clients to use refillable bottles, support local businesses, respect cultural norms and follow responsible wildlife and activity codes of conduct.

## **19. Climate and Carbon**

Seek to reduce greenhouse gas emissions through energy efficiency, reduced unnecessary travel, digital operations, sustainable mobility and responsible procurement. Improve emissions monitoring as reliable data becomes available.

## **20. Environmental and Social Risk Management**

Identify practical environmental and social risks associated with the office, suppliers, activities and community relationships. Significant risks will be addressed through prevention, corrective action, supplier engagement or operational changes.

## **21. Incident Reporting and Corrective Action**

Environmental, health and safety, social or community incidents should be reported promptly. Management will review significant incidents, identify causes, implement corrective actions and record lessons learned where appropriate.

## **22. Monitoring and Measurement**

Where practical, monitor paper use, promotional printing, energy and water information available to the company, waste reduction, sustainable purchasing, training and other relevant indicators. Limitations caused by the shared office will be recorded.

## **23. Objectives and Targets**

Use the Travelife Action Plan to establish realistic measurable objectives, including reducing unnecessary printing, increasing digital documentation, maintaining high use of sustainable paper, reducing single-use plastics, increasing sustainable procurement and improving sustainability training coverage.

## **24. Communication and Continuous Improvement**

This policy and relevant procedures will be communicated to personnel and incorporated into training, contracts, supplier requirements and operational briefings. The policy will be reviewed at least annually using performance data, feedback, Travelife requirements, legislation and practical opportunities for improvement.

## 25. Implementation Matrix

| Area        | Main Action                              | Evidence / Indicator              |
|-------------|------------------------------------------|-----------------------------------|
| Procurement | Local and sustainable sourcing           | Supplier Code; purchasing records |
| Paper       | Digital-first; sustainable paper; duplex | Paper purchases; print practices  |
| Energy      | Efficient lighting and switch-off        | Office practices                  |
| Water       | Reduce wastage                           | Water-saving practices            |
| Waste       | Reduce, reuse and recycle                | Waste arrangements                |
| Plastic     | Refillable client bottles                | Bottle distribution/use           |
| Mobility    | Use sustainable options where feasible   | E-bike; trip planning             |
| Training    | Brief and train personnel                | Training records                  |
| Community   | Local suppliers and initiatives          | Supplier/community records        |
| Wildlife    | Responsible activities                   | Guide/Supplier Codes              |
| Monitoring  | Track practical indicators               | Travelife Action Plan             |

## 26. Responsibilities

- Management: approve, implement, review and resource this policy.
- All personnel: follow relevant procedures and report risks, incidents and improvement opportunities.
- Guides and contractors: apply responsible tourism practices and comply with applicable codes of conduct.
- Suppliers: comply with sustainability and community requirements communicated by Viajes Matatu.

## 27. Approval and Review

|             |       |
|-------------|-------|
| Approved by | _____ |
| Position    | _____ |
| Signature   | _____ |
| Date        | _____ |
| Next Review | _____ |

This policy forms part of Viajes Matatu's sustainability management system and supports implementation of the Travelife Sustainability Action Plan.