



MONDOVERLAND TRAVELS

SUSTAINABILITY POLICY



**MORE THAN TRAVEL,
BE A PART OF THE WORLD**

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1. COMMITMENT TO SUSTAINABLE AND RESPONSIBLE TOURISM

As Mondo Overland Travels, our willingness to help people discover the world with us has been always driven by commitment towards sustainability pillars.

Since the beginning we have always had in mind the dream to make our part in the construction of a responsible community based tourism thanks to strong relationships with the local communities.

Specifically, thanks to our **background in international cooperation** we have been working to join the environmentally-aware, cultural and community-based tourism initiatives that really matter for us.

We established strong partnerships with a few local associations and accommodations we directly know they're worthy because they have a beneficial impact on the natural environment and the inhabitants.

We want our guests to feel part of them.



2. SCOPE OF OUR SUSTAINABILITY POLICY

Through time we have become more and more aware about our key role and influence in the development of sustainable tourism in Kenya, not only towards all the travellers but also towards our partners and suppliers.

Therefore, we are committed to growing our business in a sustainable manner.

We recognize that the environment, communities and cultures within which we operate are vital to the success of our business.

Through this Policy we aim to maximize the positive effects that tourism can have on individuals and local communities, while minimizing the negative social, environmental and economic impacts. We also want to communicate our values and guidelines to inspire our supply chain and guests in order to raise awareness on these topics.

We believe that a real transition to a more responsible form of tourism encompasses all the dimensions of a company, from staff training and engagement to selection of services and largely communication.

2. SCOPE OF OUR SUSTAINABILITY POLICY

Our policy outlines what we have already managed, what we are currently doing, and what we hope to achieve in the future. It defines practices at the core of our product development, operations, and external partner relationships. It is a work in progress for everyone in our company.

With the Sustainability Policy we commit to the following objectives:

- **Sustainable development principles** into core business practices
- **Preserve our environment** and continually improve our environmental performance
- **Optimize our social impact** to enhance local livelihoods and prevent negative impacts of tourism
- **Sustainability communication** about our products to encourage our clients to opt for sustainable travel options
- **Training and support to colleagues and partners**, to engage them towards sustainability

3. INTERNAL MANAGEMENT

In the following sections of the policy we explain Mondo Overland Travels' Internal Management Policy, considering what we are currently setting out and what we believe to implement in the future about human resource management and environment and procurement management.



3.1 HUMAN RESOURCE POLICY AND STAFF ENGAGEMENT

- We include working conditions according to national labor law and a clear job description in the employment contract.
- We consider our employees diversity a plus and we advance their wellbeing wherever we can.
- We are committed to taking care about the health and safety of our staff, providing training and disposal in our office and assuring the best available safety standards.
- We ensure our employees are fully aware of our Sustainability Policy and are committed to implementing and improving it in their daily work.
- We provide training and opportunities for the members of the staff about relevant issues in sustainable tourism and also for students in participating in traineeship/internships.
- We build an intranet management system in which all the staff members can be updated about relevant topics and information about our products and services.

3.2 ENVIRONMENTAL AND SUSTAINABLE PROCUREMENT

- We reduce and manage waste and natural resources, especially energy, in a responsible way.
- We are committed to purchasing local and certified products wherever it is possible and affordable.
- We created a Welcome Sustainable Kit to be provided to all guests at their arrival in with a selection of recycled and organic products by local social enterprises, including a bamboo picnic kit to reduce single-use plastics during lunches.
- We provide a 20L refillable tank in the vehicles available during transports and a water bottle for each guest to avoid plastics during the journey.
- We implement measurements to reduce brochure wastage with an internet-only policy.
- We reduce transport related impacts by tele-work, video meetings, work-at-home policies or other means.
- We are committed to increasing our knowledge about how to manage our office in an environmentally sustainable manner.

4.ON THE GROUND

In this section we take into account Mondo Overland Travels' on the ground policy. We consider what we are currently setting out and what we believe to implement in the future, especially regarding supply chain management, its social and environmental impact and customer management policy.

We are fully aware that we must work closely with our partners and suppliers because the supply chain operations have the largest portion of environmental and social effects in the tourism industry. We are also in charge of communicating to our clients the process behind the tailor-made experiences we realise and how they can generate a positive impact.



4.1 SUPPLY CHAIN MANAGEMENT

- We promote Responsible Tourism in our company to stakeholders we engage with in our destinations.
- We wrote a Code of Conduct which is aiming to address all kinds of partners and stakeholders regarding our efforts towards sustainable tourism.
- We select transport options in the destination considering and giving preference to more sustainable alternatives, taking into account price, comfort, and practical considerations.
- In the accommodation selection process, we prefer accommodations that are locally owned and managed and we take into account their social and environmental footprint.
- We have an inventory of environmentally or culturally sensitive activities that safeguard the authenticity of the communities and the natural environment. We do not offer any excursions that harm humans, animals, plants, natural resources such as water and energy.

4.1 SUPPLY CHAIN MANAGEMENT

- In collaborating with inbound partners we assure that they practically organize the trip in compliance with our values and standards.
- We actively promote collaboration with outbound partners, travel agencies and other partners focusing on their core values and we carefully examine their products and services.
- If possible we prefer to have a first-hand experience of the activities, accommodations and transports.
- We work in close collaboration with the naturalistic guides and drivers promoting training and frequent meeting and writing a specific code of conduct for them considering their pivotal role in delivering a high-quality travel service.




4.2 ANTI-BRIBERY POLICY

As Mondo Overland Travels we refuse to accept or offer any kind of reward that could undue pecuniary or other advantage to/from public officials or the employees of business partners.

We pay extreme attention to the selection of our Tour Operator and DMC partners, employees and suppliers, and we are committed to be as transparent as possible with our clients about the reasons behind our partnerships and collaborations.

We always act in accordance with international and national law relevant to the business activity of tour operators and we ask all our employees to behave with integrity and in compliance with the law.




4.3 CHILD PROTECTION POLICY

As Mondo Overland Travels we recognise the issue of child exploitation in many countries, including the one in which we operate. We are fully aware of the concrete risks in the travel industry. For this reason we want to clearly declare our non-compliance with any partner or supplier which employs children at any job level.

We do not contract accommodations or other suppliers directly nor indirectly that are involved in compulsory labour, or that employ children to complete work that is normally undertaken by adults.

Considering our role in the tourism industry we have been constantly involved in training opportunities with International organisations. Our effort is direct to share this knowledge with all the stakeholders and staff we work with.



4.4 SOCIAL AND ENVIRONMENTAL IMPACT

We say **NO to slum tourism**: we refuse to foster the stereotype of the “poverty of African people”. We see with our own eyes and in many years the social reality in different parts of Kenya and we are committed to introducing it in a proper way to our guests selecting cultural projects we know in person in all the country.

We don't want to trivialise or minimize the complexity of Kenyan society, but we would like to give back the richness of this culture by the voice of local people who are able to welcome travellers.

We **refuse to endorse overtourism**. We are perfectly aware of the environmental and social problems caused by huge and concentrated fluxes of tourists.

In our company we always ask clients whether they have another time preference for travelling in Kenya to not overwhelm the destinations and the parks. We explain the importance and fragility of the ecosystems of the protected natural areas in which we operate.

In alternative , we opt for solutions such as reducing pit stops during safari or selecting a Conservancy and not a National Park.

4.2 SOCIAL AND ENVIRONMENTAL IMPACT

Overall,

- We aim at involving as many locals as possible by employing them in our tourism business.
- We respect fauna and flora of the wild natural areas in which we work along with the current environmental protection legislation and we constantly communicate it to both suppliers and clients especially during safari.
- Selecting professionally competent natural guides, we are committed to give value not only to safari most spotted animals such as big five, but also to other species in order to give back to our clients the ecosystems' variety.
- We communicate on our achievements against our sustainable goals, internally and externally through reporting on our official website and social media platforms.
- We do not allow the purchase of souvenirs containing threatened flora and fauna species, any illegally obtained historic/archaeological artefacts, drugs or illegal substances.

5. CUSTOMER RELATIONS

- We always program a pre-departure call with our clients.
- We advise our clients on behavior standards with a focus on respecting the local culture, nature, and environment and on key sustainability aspects about their destinations.
- We make product and price information clear, complete and accurate, with regard to the company and its products and services, including sustainability claims.
- We created a Travel Sustainable Guide to advise our guests about cultural customs and the overall dos and don'ts when travelling in Kenya and participating in wildlife safari.



6. DESTINATION MANAGEMENT: KENYA

As Mondo Overland Travels we have a rooted relationship within the country we operate and we believe that we can really have a positive impact only together with other important stakeholders.

Thus, we made important steps towards knowledge sharing in the tourism sector.

We are members of **Ecotourism Kenya** and we are committed to joining other national and international networks to really improve the sustainability performance of our country in the tourism industry.

We wish to be able to build a stronger network of partners throughout Kenya in the next years.



7. OUR SUSTAINABILITY TEAM

To guarantee the effectiveness of our Sustainable Policy and to monitor the results within our company, we appoint a Sustainability Team made up of significant and professionally skilled people in our company who are firstly involved in the application and the internal/external communication of the Policy:

- **Alice Bisi**, CEO and General Manager

She is in charge of the overview implementation of the Policy on all the levels in the company.

- **Fredrick Ndunda**, Operations Manager and Sustainability Coordinator

He is directly responsible for addressing sustainability topics within the company, always coordinating with the General Manager.

- **Chiara Dentice**, CEO and Sustainability Communication Manager

She is in charge of disseminating sustainability goals through our official website and all the different channels of communication.

This Code of Conduct came into effect on 16 January 2024

The current version is been approved by all the members of the Sustainability Team:

Alice Bisi



Chiara Dentice



Fredrick Ndunda





info@mondooverlandtravels.com



www.mondooverlandtravels.com



mondo_overlandtravels



Mondo Overland Travels